

Report On
Impact of HR Information System (HRIS) on HR Processes at Renata Limited.

By

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

BRAC Business School
BRAC University
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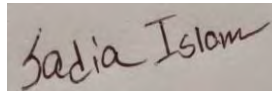
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Declaration

It is hereby declared that

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

Student's Full Name & Signature:



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Student ID: 22164090

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Letter of Transmittal

Suman Paul Chowdhury, PhD
Associate Professor,
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BRAC University
Kha 224 Pragati Sarani, Merul Badda, Dhaka-1212

Subject: Internship report on “Impact of HR Information System (HRIS) on HR Processes at Renata Limited”.

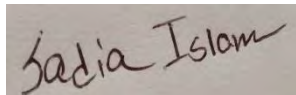
Dear Sir,

This is my pleasure to submit my internship report, which is on “Impact of HR Information System (HRIS) on HR Processes at Renata Limited”. I have conducted the internship program at Renata Limited under your supervision. I believe that the knowledge and experience that I have gathered during my internship period will be beneficial for my future endeavors.

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

I trust that the report will meet your requirements.

Sincerely yours,



Sadia Islam Momo
Student ID: 22164090
BRAC Business School
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BRAC University Date: May 16th, 2025

Non-Disclosure Agreement

This agreement is between “Renata PLC” and me as a student of BRAC University to use all the information about the company in response to my internship project which is on “Impact of HR Information System (HRIS) on HR Processes at Renata Limited” which is not released anywhere rather my project work and presentation.

In this report, I have provided all the basic information about the company, and the data which is used in the report is authorized and directed by my organizational supervisor. I would like to appreciate my authority for permitting me to use the company’s information in my report.

The organization agrees to the fact that to complete the fundamental criteria of the course, the student must prepare a detailed presentation of the project, and for this purpose, the project includes information about the company, and to the best of the knowledge, this project has not signed any non-disclosure agreement. Renata Limited guided me not to use confidential information. This agreement may not be altered or changed without a written instrument signed by each party.

Name of Company: Renata Limited

Supervisor Name: Md. Fuad Hasan Lotus, Senior Manager, Human Resources Division.

Name of the Student: Sadia Islam Momo

Signature:

Address: Kha 224 Pragati Sarani, Merul Badda, Dhaka-1212

Description of the report: Impact of HR Information System (HRIS) on HR Processes at Renata PLC”

Acknowledgement

Firstly, I would like to express gratitude and gratefulness to Almighty Allah for giving me the necessary strength and patience to complete this report. Secondly, I would like to show my respect to my company “Renata Limited” and the management for giving me proper guidance as well as assistance for preparing this report. Without their assistance it would have been very difficult for me to prepare this report. So, I am very thankful to them.

Moreover, I would like to acknowledge the effort and guidance of my team members who have provided me with continuous support whenever necessary. They were very eager to help in almost everything in order to give authentic information for completing this project. Additionally, my organizational supervisor made sure that I can be comfortable within the working environment so that my journey could be pleasant during internship tenure.

Lastly, I would like to express my huge respect to my internship supervisor Suman Paul Chowdhury, PhD, Associate Professor, BRAC Business School, BRAC University for his continuous guidance and suggestion to make this report more professional. His clear and specific guidelines showed me to the path for preparing this report properly and most importantly I was able to complete the report within the given time period.

Executive Summary:

Renata Limited, one of the leading pharmaceutical companies in Bangladesh. The main goal of this report is to evaluate the impact Empress has had on HR operations' accuracy, productivity, and efficiency. To digitize and optimize its human resources operations, such as payroll, attendance, leave management, recruitment, employee record management, and vehicle management, Renata Limited introduced Empress in 2016. This report analyzes the effectiveness of Empress using both qualitative and quantitative approaches, including surveys given to 22 HR employees. Empress improves data accuracy, reduces manual workload, and enhances departmental productivity as a whole. Most HR employees from this survey are quite satisfied with the software's functionality and use it on a day to day activities. Additionally, Empress facilitates quick decision-making and improves adherence to labor regulations. Renata's HR department has a transformative impact because of HRIS. Through a more data-driven and streamlined approach, the system has allowed the company to manage a large workforce effectively and has put it in a position to handle future HR challenges.

Keywords: HRIS, Digitization, HR operations, Operational efficiency, HR automation

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Chapter 1 Overview of internship

1.0 Introduction: This chapter consists of the overall reflection of my internship tenure at Renata Limited. During this period, I had some responsibilities which I had accomplished successfully. The overall task and the detail of my contribution is briefly demonstrated in this chapter. Moreover, this internship was a mandatory requirement for fulfilling my post graduate degree from BRAC University.

1.1 Student Information: I am Sadia Islam Momo, currently pursuing an Master of Business Administration (MBA) degree focusing on Human Resources Management from BRAC University. This is my last semester for which I need to do an internship from an organization. For this reason, I have chosen Renata Limited, a leading pharmaceutical company in Bangladesh from which I have decided to start my internship.

1.2 Internship Information:

1.2.1 Company Details : The internship was carried out at Renata Limited, one of Bangladesh's leading pharmaceutical companies, within its Human Resources Division. The internship period spanned from February 13, 2025, to May 12, 2025. The company's corporate headquarters is located at Plot No.1, Milk Vita Road, Section-7, Mirpur, Dhaka-1216, and can be contacted via PABX: 8001450, Fax: (880)-28001446, or Email: renata@renata-ltd.com.

1.2.2 Supervisor's Name: I have been assigned under a supervisor from Human Resources Division. His name is Md.Fuad Hasan Lotus. Mr.Lotus is currently holding a position of Senior Manager and he has been serving in this company for more than 12 years. He was responsible for giving me a proper guidance during my internship tenure.

1.2.3 Job Scopes- Job Description/Duties/Responsibilities:

I actively participated in a variety of HR operational duties throughout my internship at Renata Limited. To ensure data accuracy and consistency, one of my responsibilities was to strictly adhere to the company's defined standards when documenting and reporting employee profiles. In order to obtain the required permissions on time, I coordinated with the appropriate authorities to oversee the listing and processing of employee NOC (No Objection Certificate) requests. In order to have an orderly and trustworthy database, I also meticulously checked personnel data and updated the ERP system with correct and certified profiles. Additionally, I kept a comprehensive worksheet up-to-date with crucial information on Promotional Sales Officers (PSOs), ensuring the data was accurate and current. These initiatives made a substantial contribution to the division's general efficiency and the simplification of HR procedures.

1.3 Internship Outcomes

1.3.1 Student's Contribution to the Company: It is important to properly fulfill obligations and tasks to contribute to the company. The primary motive of the internship was to perform to the best of one's abilities whenever the chance arose. The primary objective was to make a contribution that would benefit the company. Nonetheless, providing managers with daily information enables them to make timely project plans. Assist them with new employee onboarding, making their onboarding process more flexible and easier. Moreover, Supported in HRIS management by checking & enlisting around 800 employee files in Empress. Also, managing and updating increment letters in employee records. These tasks gave hands-on experience in documentation, employee management, and administrative processes.

1.3.2 Benefits to the student: To begin with, "Bu699-Internship" is a course that must be taken to finish the postgraduate program. Also, this internship provided the experience of working in a competitive environment. The application of the knowledge gained via academic study is required in the workplace, which will boost a student's self-confidence. Here are some additional advantages.

- ✓ The confidence that comes from working in a competitive workplace will help you handle any kind of working situation.
- ✓ Proficiency in making decisions in high-pressure situations and dealing with diverse team members.
- ✓ Getting firsthand experience using academic information in real-world situations.
- ✓ Hands-on experience on how to manage and deal with people and how HR operations operate.

1.3.3 Problems: An intern must collect the data and information needed to produce an internship report during the internship term. However, because of the employees' hectic work schedules, it was frequently challenging to speak with team members face-to-face and get the information needed. It can be difficult for an MBA student to work in a pharmaceutical company because the working environment is so different. Lastly, adjusting to the surroundings was one of the biggest hurdles, but it was an entirely enjoyable experience with the supervisor's and team members' complete support.

1.3.4 Recommendations: Renata Limited is a company that prioritizes the well-being of its employees. Because the authority believes that the business will prosper if employee satisfaction increases. The management makes every effort to maintain a high level of employee satisfaction as a result. I would like to give a few suggestions for the company.

- ✓ To demonstrate their abilities, interns should be given opportunities for more active involvement in key projects.
- ✓ Before beginning the duties, some fundamental information about the pharmaceutical sector should be provided.
- ✓ Should be introduced with all the HR aspects and operations.

Chapter 2: Renata Limited- at a Glance

2.1 Introduction: This section will include a description of Renata Limited's key features, data, and above all, a succinct summary. Taking authorization into account, all of the information provided under the supervision of the department's supervisor and is taken from Renata Limited's official website.

2.2 Overview of the Company: I will describe Renata Limited in this section. As much as I can, I will also attempt to describe each of this company's functional areas. I will provide an overview of Renata Limited in this part. As much as I can, I will also attempt to describe each of this company's functional areas.



Figure 1: Official Logo of Renata Limited.

Renata Limited is a reputed organization that is regarded as one of Bangladesh's top pharmaceutical companies. The company was founded in 1993 and has been in operation for more than 30 years, enjoying a high level of honor and a solid reputation among its partners. Previously, it was known as Pfizer. Before the liberation war in 1972, Pfizer, a US-based corporation, operated in Bangladesh. Pfizer Bangladesh transferred ownership to Renata Limited in 1993.

Regarding the business aspect, Renata Limited primarily manufactures pharmaceuticals for humans and animal health goods. Renata is the market leader for animal health products and holds a prominent position in the pharmaceutical sector in Bangladesh. Moreover, Renata is operating in the overseas market. This company has been functioning in the global market. Among the countries to which the company exports are Afghanistan, Belize, Cambodia, Ethiopia, Guyana, Honduras, Hong Kong, Kenya, Malaysia, Myanmar, Nepal, the Philippines, Sri Lanka, Thailand, the United Kingdom, and Vietnam.

Renata Limited has been growing its business through many subsidiaries over the past 30 years. At the moment, Renata Limited has three distinct subsidiaries. These subsidiaries are- Renata Oncology Limited, Renata (UK) Limited, and Renata Ireland Limited. Also, they have some merged subsidiaries.

The following subsidiaries of Renata Limited were merged into the parent company, Renata Agro Industries Limited, and Purnava Limited. Producing and distributing medicine for oncology (cancer treatment) is the main emphasis of Renata Oncology Limited. To improve exports to the European market, Renata UK Limited was founded in 2018. However, to continue having access to European markets, Renata Limited chose to establish a second subsidiary within the EU as a result of the UK's exit from the EU (Brexit). In 2019, in reaction to Brexit, Renata Limited created this subsidiary in Ireland so that it could continue exporting to EU nations without facing regulatory obstacles.



Figure 2: Renata Oncology Limited

Renata Limited has 10 production departments spread over three locations for manufacturing purposes. The company operates 19 depots to distribute pharmaceutical products around the nation.

2.2.1 Vision: Achieving long-term growth and proudly and honorably serving the healthcare sector. increasing growth and getting a competitive edge in the pharmaceutical industry by introducing innovation.

2.2.2 Mission: Using innovation to make a meaningful contribution to the advancement of human well-being. promoting a green environment through awareness-raising initiatives.

2.3 Management Practice: Renata Limited has extremely well-organized management. One of the main purposes of Renata Limited's managerial practices is to maintain harmony between the employees and the top-level employees.

An organogram of management hierarchy is given below:

In-House Designation:

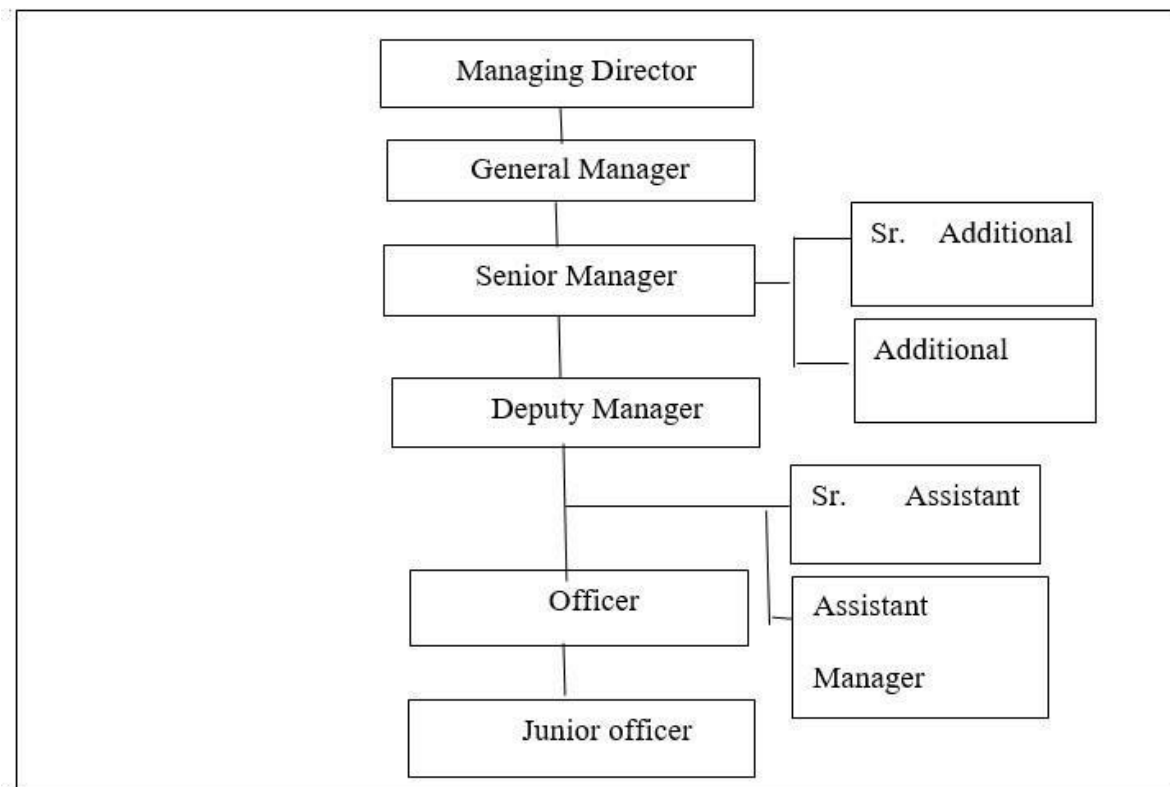


Figure 3: In-House Organogram

Field Force Designation:

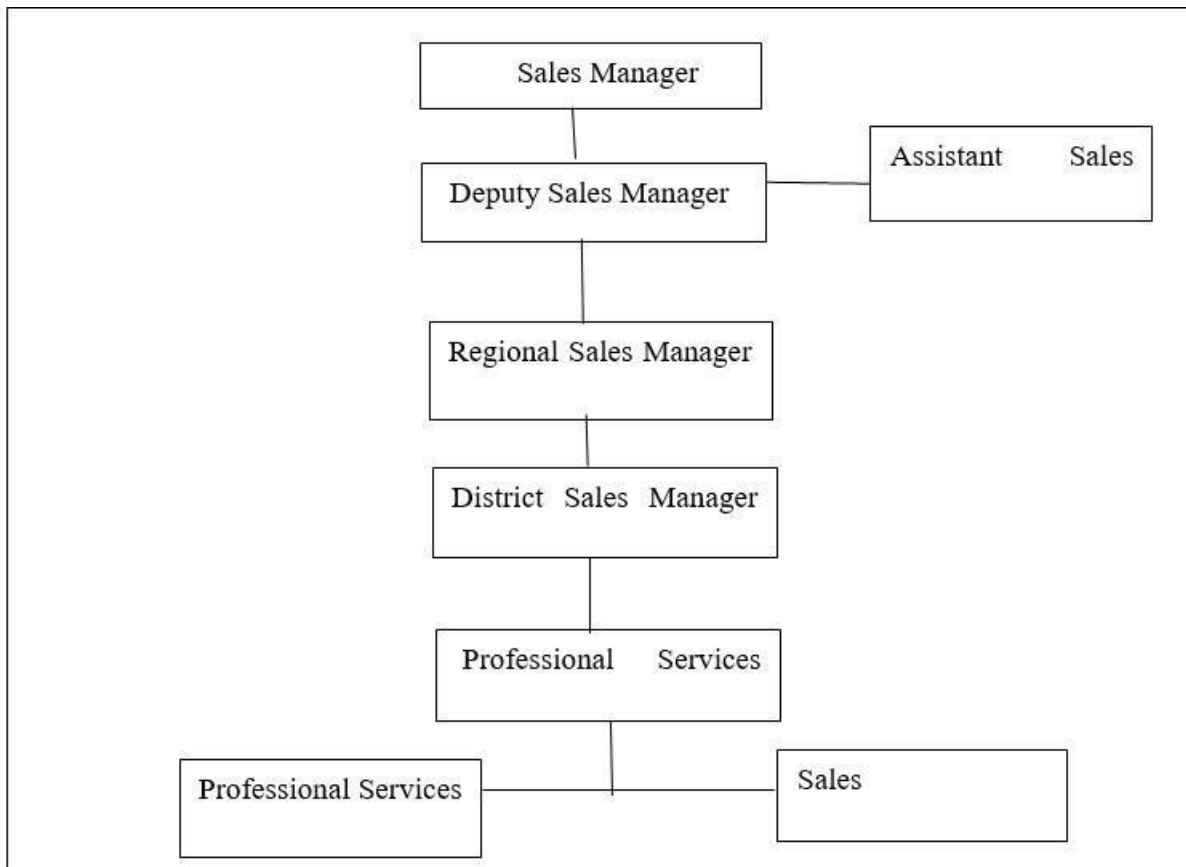


Figure 4: Organogram of Field Force

2.4 Marketing Practice: Renata has been a reputable company for 30 years, both inside and outside of Bangladesh. In the eyes of the public, a large corporation must maintain a prominent presence. A strong marketing strategy must be used to achieve this. The inability to advertise pharmaceutical products on broadcast media, such as radio, television, etc., is one of the restrictions faced by all pharmaceutical companies. Therefore, Renata Limited uses a variety of promotional strategies to advertise its pharmaceutical products.

2.4.1 Sales Promotion: Sales promotion is one of the company's primary marketing strategies. Sales promotion may be the best way to promote pharmaceutical items, as was previously noted regarding the drawbacks of using broadcast media. A sizeable portion of Renata Limited's budget is set aside just for sales and marketing. Doctors are the primary consumers in the pharmaceutical sector. To increase the growth of its current products or launch new ones, Renata Limited provides doctors with a variety of sales promotions. Some sales marketing activities - Gifts to the doctors, Tour packages for the doctors and their families, Product Literature & Complementary Medical Supplies.

2.4.2 CSR Activities: Renata Limited uses a variety of public relations initiatives to market. Additionally, the business is making excellent use of this promotional strategy. Since its founding, Renata has been involved in numerous CSR (Corporate Social Responsibility) initiatives. The business integrates public relations with its corporate social responsibility initiatives. The company hosts several social events and health awareness initiatives each year, and Renata advertises their products at these events. Apart from promotional purposes, the Renata health insurance program provides coverage for all permanent employees, their families, and their children. Hospitalization, surgery, and frequent medical visits are all part of this comprehensive treatment. Moreover, understanding the psychological difficulties related to cancer, Renata collaborated with the Psychological Health and Wellness Clinic (PHWC) to create a program that offers emotional support to cancer patients and their families. Patients with cancer and other serious illnesses, including doctors, can receive treatment funding from Renata. Renata PLC has repeatedly offered financial assistance during national emergencies. Over 4.9 million people in 11 districts of Bangladesh were affected by a disastrous flood in 2024, which also affected 584 unions and municipalities and submerged 77 upazilas. Chandpur, Noakhali, Lakshmipur, Chittagong, Comilla, Cox's Bazar, Moulvibazar, and Brahmanbaria are among the districts that are impacted. Approximately 462 kilometers of roadways, including regional and national highways, have been destroyed by the flood. Through the Emergency Flood Relief: Rescue, Nutrition & Dignity Support project in Bangladesh's flood-stricken districts, Renata and the SAJIDA Foundation have been supporting the people affected by the floods during this trying time. Along with its other initiatives, Renata has provided financial support to victims of natural disasters and national crises on several times and is still dedicated to doing so in the future.



Figure 5: CSR Activities of Renata Ltd.

2.5 Financial Performance: The financial performance of a company indicates its level of financial stability and evaluates its rate of expansion. Financial stability characterizes Renata Limited. The company's relationships with its shareholders, borrowers, and other corporate banks are all excellent. To evaluate Renata Limited's financial results. We will give a ratio analysis to indicate the performance.

2.5.1 Ratio Analysis:

Year	2023-2024	2022-2023
Current Asset	19,273,631	16,751,332
Current Liabilities	14390221	13218801
Inventories	13309059411	9548408005
Average Inventory	11428733708	9017004717
Cost of goods sold	21030872093	19206808533
Shareholder's Equity	42092310	35510362
Total Liabilities	22793469	18194550
Net Income	3646919194	2676758600
Sales	37708820548	32970756360
Total Assets	56721636525	48827161834
Accounts Receivable	4099620827	4065307166

Source: <https://renata-ltd.com/annualreport>

Note: This is a 2023–2024 annual income statement that can be used to perform a ratio analysis. As far as I'm aware, the information above was extracted from Renata Limited's annual report for use in an academic assignment, and I have permission from my supervisor to use it.

1. Current Ratio Current Asset/Current Liability

Year:

2022-2023= 1.27 times

2023-2024= 1.34 times

Interpretation: Current Ratio is a liquidity ratio that identifies whether the company is liquid enough to pay its current liabilities with its current Assets. The ideal current ratio is 1.2 times. The current ratio of Renata Limited was 1.2 times in 2013, but in 2024 it increased to 1.3 times. So, the ability to pay its short-term liability is higher than the previous year.

2. Inventory Conversion period= $\text{Inventory}/(\text{COGS}/360)$

Year:

2022-2023 = 179 days

2023-2024 = 228 Days

Interpretation: The ideal day of the inventory conversion period is 92 days. In 2023, it was 179 days, and in 2024, it increased by 52 days. The long ICP means the firm is taking a long time to make sales, and hence, the need for cash from outside sources is increased. The shorter the ICP, the better. But Renata takes more longer time compared to the ideal ratio.

3. Day Sales Outstanding = $\text{Accounts Receivable}/(\text{sales}/360)$

Year:

2022-2023 = 44 days

2023-2024 = 39 days

Interpretation: Long Day sales outstanding means more need for cash from outside sources as the company delays receiving the cash from its credit sales. The shorter the DSO, the better for the firm. The ideal day of days sales outstanding is 116.1 days. Renata takes very little time to collect its receivable, which is very good for them.

4. Return on Equity = $\text{Net Income}/\text{Shareholders Equity}$

Year:

2022-2023 = 75

2023-2024 = 87

Interpretation: Renata's return on equity is very high. That means very well they use Shareholders investment to generate profit.

5. Return on Assets = $\text{Net Income}/\text{total Assets}$

Year:

2022-2023 = 0.054

2023-2024 = 0.064

Interpretation: The higher the ROA, the better. It means Net Income generate by total assets.

6. Net Profit Margin = Net Income / Net Sales

Year:

2022-2023 = 0.081

2023-2024 = 0.097

Interpretation: The higher the profit margin, the better for the firm. That means how much the company makes in profit compared to total sales. In 2023, the net profit margin was 8.1%, but compared to the previous year in 2024, it increased to 9.7%, which is good for the company.

2.6 Operational Management: Renata Limited's primary activities are product development and field force training and development. These two elements have complete power over the pharmaceutical business. Products must be sold once they are manufactured, and the primary resource in this area is the representative. On the other side, ongoing product development is crucial for market survival.

2.6.1 Product Development: The Product Development department is always figuring out what new pharmaceutical product might be released. Every time a new pharmaceutical product is introduced globally, the product development department oversees the raw materials for that particular medication if the product managers provide the department with instructions.

2.6.2 Training & Development: Field force representatives have been participating in training programs run by Renata Limited. This training's primary goal is to instruct field personnel on how to create daily reports and market pharmaceutical products. The training for all sales agents is provided by a department called the Field Force Training Department.

2.7 Product Portfolio: Renata Limited, one of Bangladesh's top pharmaceutical companies, provides a wide range of products, including over-the-counter (OTC) drugs, medicine products for humans, and products for animal health.

- ✓ **Human Medicine:** Based on this criterion, they provide a variety of medications according to the type of ailment, the medication's formulation, strength, and pack size. Depending on the formulation, potency, trade name, generic name, and pack size, there are over 100 medications that meet the criteria for antimicrobials. Based on different needs, they provide over 25 anti-hypertensive medications. Eight medications are available to manage diabetes, and they have four medications for lipid-lowering agents. Furthermore, they have two hair regrowth solution formulas. Renata Limited thereby provides more than 500 medications, depending on the type of ailment and the preparation, potency, and size of the package.



Figure 6: Best Selling Medicine of Renata Ltd.

- ✓ **Animal Health Products:** In Bangladesh's animal health industry, Renata leads the market with about 95 products for poultry and livestock. The range consists of - to treat infections and parasite infestations, use antibiotics and anthelmintics. Vitamins and dietary supplements are manufactured to improve the well-being and output of animals. Moreover, to ward against disease, they are manufacturing various vaccines. Animal development and feed efficiency are enhanced by feed additives. Renata has increased the range of animal nutrition products it offers by distributing feed additives in Bangladesh in collaboration with Nutrex.



Figure 7: Market Leader on Animal Health.

- ✓ **Nutraceuticals and OTC Products:** The business also manufactures a range of OTC and nutraceutical goods, including -Minerals and vitamins include tablets with high doses of vitamin D3. OTC analgesics are pain relievers. For Cold and Cough Treatments, Drugs for common respiratory condition. Also, Dietary supplements are goods designed to enhance overall health and well-being.



Figure 8: Nutraceuticals Product.

2.8 SWOT Analysis of Renata Limited: A strategic method for assessing a company's internal strengths and weaknesses as well as foreseeing possible threats and market possibilities is SWOT analysis. Below is a description of Renata Limited's **SWOT** analysis:

Strength

- ✓ **Established Brand Image:** Renata Limited's greatest strength is the impact of a powerful brand name. Renata is currently the market leader for animal health products and the sixth-largest pharmaceutical firm in Bangladesh.
- ✓ **Advanced Equipment:** The company doesn't cut any quality in the manufacturing process. At all costs, they make sure that the quality of their products never deteriorates. Because of this, the manufacturing facility is completely furnished with cutting-edge machinery, which ultimately
- ✓ **Strong Workforce:** Renata Ltd. consistently prioritizes the welfare of its own workers. The management is of the opinion that if its staff are mentally content at work, the business will benefit. The company employs a vibrant, varied workforce that is dedicated to making their business successful.
- ✓ **Brand Extension :** Renata is diversifying its operations into several companies, so it is not limited to any one market. For instance, Renata Agro Industries Limited, Renata Oncology Limited, and Purnava Limited (non-medical healthcare product).

Weaknesses

- ✓ **Lack of Innovation:** In Bangladesh, there is a limitation for every pharmaceutical company in terms of innovating new pharma product. It is a major weakness for every company. Renata is also facing this drawback and it is a weakness for them.
- ✓ **Dependability on foreign materials:** Renata Limited relies heavily on knowledge that they import from overseas markets. Heavy machinery, equipment, and raw materials are all imported from overseas, which drives up costs. Furthermore, they incur even higher expenditures as a result of foreign exchange fluctuations. Furthermore, importing these machines might occasionally take longer, which slows down manufacturing. The operations of the entire business are impacted as a result.

Opportunities

- ✓ **Competitive Advantage:** Renata can obtain a competitive edge in the pharmaceutical industry by creating and introducing innovative goods. An opportunity may arise and the firm may gain the first mover advantage if Renata introduces a new product to the market before the competition does. Renata can outperform their rivals and obtain a competitive edge in this way.
- ✓ **Global Expansion :** In Bangladesh, pharmaceutical businesses are no longer restricted to national borders. To grow their business, they are now exporting to numerous underdeveloped nations. Additionally, Renata Limited exports its pharmaceutical goods to Ethiopia, the United Kingdom, Sri Lanka, and other nations. Global expansion can become a huge opportunity for Renata Limited to hold a significance value around the world. Because if a company can achieve an important position in the foreign market then the growth and worth value of that specific company gets higher. So, expanding business in the global market can become an opportunity for Renata Limited.
- ✓ **Product Extension :** Again, product or brand extension can be an opportunity for Renata Limited. Because extension of products can fulfill the future demands which may arise from the customers.

Threats

- ✓ **Competitive Market:** The pharmaceutical industry is fiercely competitive in Bangladesh. Beximco Pharmaceutical, Square Pharmaceutical, Incepta Pharmaceutical, and Opsonin Pharmaceutical are Renata's primary rivals. These businesses compete fiercely with one another. Any rival can outperform Renata at any time. Furthermore, China and India are performing rather well in the international market, where there is fierce rivalry. All of these challenges have the potential to endanger Renata Limited.
- ✓ **New Entrants :** An established business can always be threatened by new competitors in an industry. Occasionally, new businesses in Bangladesh join the pharmaceutical industry. Due to their last mover advantage, new competitors pose a danger to Renata Limited. This benefit enables young businesses to anticipate the state of the external market, which is something that established businesses are unable to do, and then they create new plans to go over the challenges. Thus, it poses a risk to Renata Limited.

2.9 Conclusion: In conclusion, we have observed how Renata Limited is carrying out its commercial operations. Analyzing how Renata has been changing their business over time and growing their operations to satisfy industry expectations in the future is another noteworthy aspect. Furthermore, Renata Limited is effectively continuing its operational activities. In summary, Renata Limited holds a prominent position in the pharmaceutical industry and is consistently enhancing its operations by expanding its marketing efforts, research and development division, and robust, competent, and effective human resources department.

Chapter 3: Impact of HR Information System (HRIS) on HR Processes at Renata PLC.

3.1 Introduction: In this Chapter, the impact, benefits, and challenges of HRIS on the HR process will be discussed thoroughly. The title of the project reflects the definition and importance of HRIS software and how it impacts HR activities. The objective of this project is to showcase the actual impact of HRIS software at Renata Ltd.

3.1.2Objective: The main objective of this chapter is to provide a clear scenario about the HRIS Software that Renata Limited has developed and they are using. Moreover, I will try to elaborate and analyze how the HR department conducts its operations by using HRIS software. The objective of the report can be divided into two parts: broad and specific objectives.

Broad objective: The broad objective of this report is to analyze how the HR Department of Renata Limited is using HRIS software for its day-to-day activities and the impact of HRIS on its HR process.

Specific Objective: To sum down the broad objective, the key objective of this part is to find:

- ✓ How the company's HR department is incorporating HRIS software for its regular operation.
- ✓ To what extent is it impacting their employee management productivity efficiently.

3.1.3 Significance: The main motive behind this report is to get the real-time insights about the HRIS software and its impact on HR activities of the company. The initial purpose of preparing this report is to provide a brief idea of HRIS Software. Through this report, readers will know about the benefits and limitations of HRIS Software and can get a clear vision of it. Moreover, this research is very well organized, which will help the readers to understand the importance of HRIS Software and how it turns complex operations into a simple and efficient way. Furthermore, the employees' responses will be graphically represented in this section of the report, which will increase its significance. This kind of study report can be more significant for both academic and business purposes.

3.1.4 Methodology: For this report, I have applied both the combination of quantitative and qualitative research methods to obtain insights and a logical explanation, with a particular emphasis on quantitative data. I have conducted a survey questionnaire to get numerical values, which is going to help the reader to understand more easily how HRIS software impacts on HR processes of Renata Limited. A survey questionnaire is the easiest way to get data from a sample size. it also saves time. The sample size that I have taken here for constructing a survey is 20. Although it is a very small sample size and it covers the overall scenario of the HR department because the sample size is taken from the Human Resources Division of Renata Limited. Also, I have used both primary and secondary data for the research. About the company overview and particular HRIS software of Renata Limited, all the primary data has been collected from

Colleagues, Company Brochures, Company Website, and HRIS software. Moreover, for the Literature review, I have used secondary data, which includes research papers, articles, and news portals.

3.1.5 Limitations of the study: The major limitations of this study are:

- ✓ Time Constraint, with a limited time frame, to difficult to conduct proper research.
- ✓ For private reasons, the administration is reluctant to divulge all fundamental information.
- ✓ Limitation of access, as I have worked there as an intern, I was not authorized to get full access to the HRIS software.

3.2 Literature Review:

3.2.1 Definition & Importance of HRIS:

HRIS, a human resource information system or human resource management system (HRMS), is essentially a software solution that combines information technology and human resources. This enables the electronic execution of HR procedures and activities. The Human Resource Information System (HRIS) is a program or web-based solution for the data entry, tracking, and information system of a company's payroll, accounting, management, and human resources departments. Our world is always developing, and new technologies are always being created. Organizational leaders must adapt to these changes by understanding the various forms of technology that have the potential to increase organizational effectiveness. HRMS, originally designed to transform paper records into digital databases, Human Resource Information Systems (HRIS) have undergone significant development since their inception more than 50 years ago (Martinsons, 1994). HRIS provides the data needed for efficient organizational administration, specifically for human resource decision-making. Through this software, Employee records - including personal histories, skill sets, and salaries are kept by human resource departments (Gupta, 2013).

A company can maintain its competitiveness in the market and make the most use of its human resources with the support of HRIS. Human resource (HR) information systems (HRISs) serve as the technological foundation for the majority of large enterprises' HR departments. HRISs are essential to the functioning of every HR component in this capacity. Furthermore, HRISs give businesses planning, forecasting, and control capabilities that go beyond the mere computerization of HR tasks by integrating across business processes. These factors make efficient HRIS use in businesses a factor in overall organizational performance. A human resource information system is a collection of individuals, documents, processes, and data used to store, process, disseminate, and utilize human resource information. The purpose of HRIS is to give those who are making decisions about human resources reliable information. HRIS can be used by the company to plan its human resources (Lawler & Mohrman, 2003). HRIS can be used to scan and store applications as well as to post new hires. HRIS also records employee participation in training and learning activities. It is simple to maintain competency plans, development plans, pay, benefits, and performance reviews in HRIS. Workers can

look for a new job inside the company and learn about upcoming trainings (Sultan Chand & Sons: Educational Publishers, 2006).

3.3 Human Resources Information System (HRIS) of Renata Limited:

Renata Limited is one of the top Pharmaceutical companies in Bangladesh. They have built a comprehensive human resource information system to improve their HR operations. Renata Limited is using “Empress (Employee Productivity Escalation System)” HRIS software. In 2016, the Human Resources Department of Renata Limited implemented EMPRESS software. This human resource information system is created by Business Automation Ltd. Through “Empress,” Renata Limited is effectively managing its HR operations. Employees can log in to this software from their Mobile Phone as well. EMPRESS makes it easier for the HR department to effectively manage personnel records, rosters, movements, leave management, conveyance, payroll, hiring, training, performance, canteens, vehicle management, funds, etc. I will briefly discuss some features of the “Empress” software of Renata Limited.

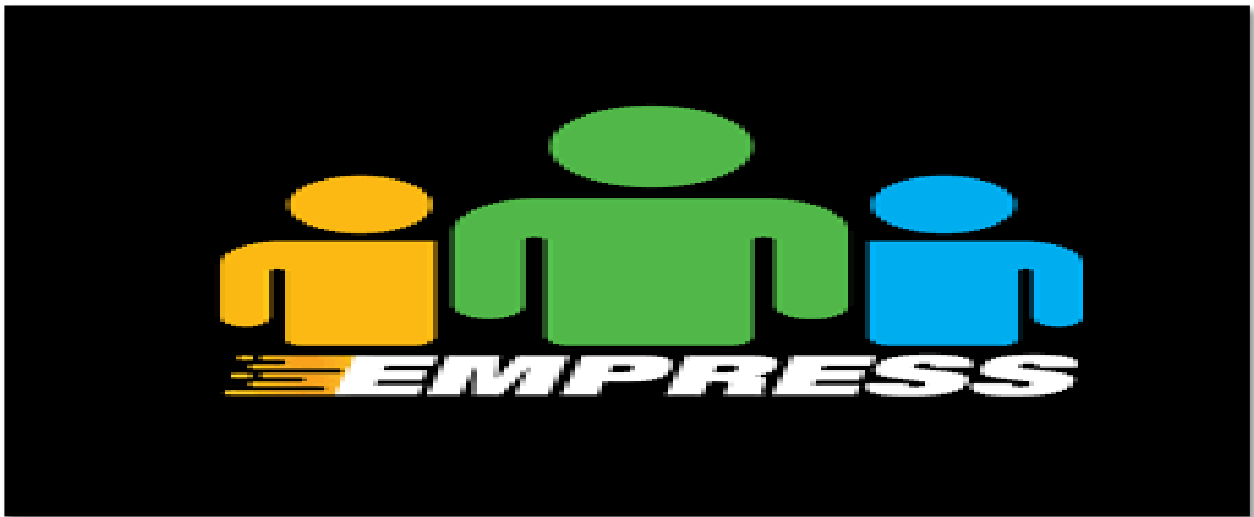


Figure 9: Human Resources Information System.

In Empress, Profiles are created for all the employees by using their employee IDs. Firstly, we need to log into our accounts by using the ID and Password. The login interface consists of two boxes – ID and Password. After logging in to an Empress, the Dashboard interface will come up. The dashboard interface consists of –

- ✓ Personal Information
- ✓ Attendance
- ✓ Leave
- ✓ Announcement
- ✓ Survey
- ✓ Vehicle Management
- ✓ Recruitment
- ✓ E-board
- ✓ About

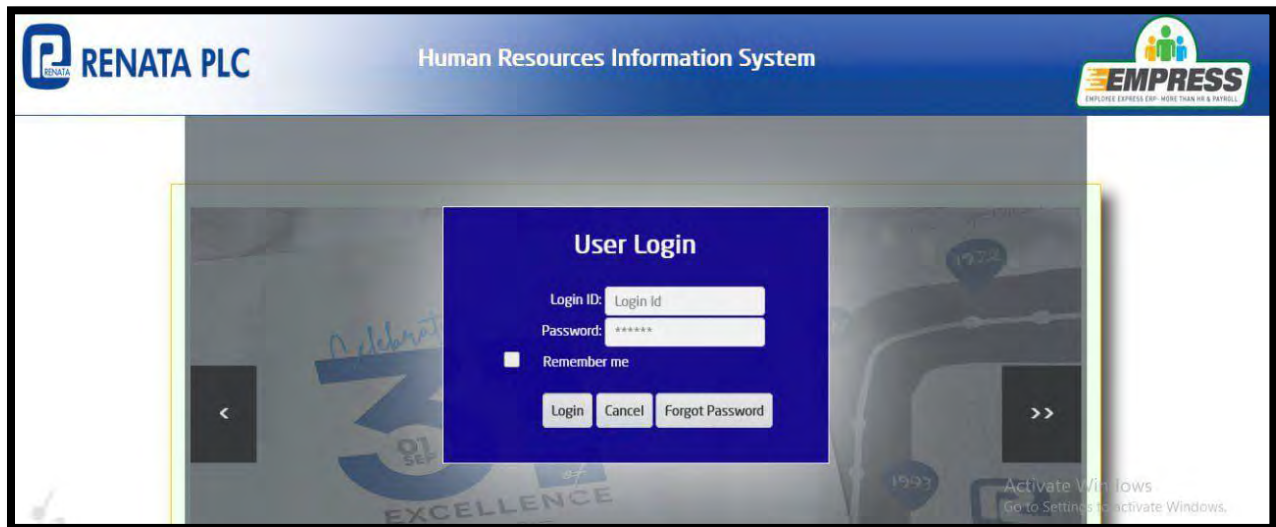


Figure 10: User Login Interface.

3.4 Impact of HRIS on HR Process: Through Empress, the Human Resources Department manages and controls HR activities of around 11,000 people. HR operations are now simpler with the introduction of HRIS software, Empress. There was a time when certain HR-related activities required a long time, but now they only require a mouse click. It also saves money and time, which results in high productivity. Now I will briefly discuss some impacts of HRIS on the HR process below:

- ✓ **Information Management:** All employee data, including personal information, employment history, emergency contacts, reference and performance evaluations, has been consolidated in a computerized database by Empress. Finding out any information on an employee is now simpler than it was previously. It guarantees enhanced security, ease of retrieval, and data accuracy, decision-making becomes more rapid and data-driven. The information may be required at any time in an emergency, which can be easily traceable through Empress. For Example, HR department wants to know about employee history of a particular employee. They just need to search the employee ID in Empress, and then all the history and information of the employee will come up. Managing employee information has now become easier and time-saving.

Personal Information								
Add New Employee Information								
Employee ID		Status		Employee ID/Name/Short Name/NID				
ecfal		Default		EmployeeID/Name/ShortNID Q				
	Employee ID	Name	Designation	Locat.	Division	Official Mobile	Joining Date	Separation Date
	Mr. John Smith	Site Engineer	Site Engineer	Chittagron	Chittagong Site	Casual	05-Jan-24	30-Sep-24
	Mr. David Doe	Project Officer	Project Management Division	Dhaka Site	Dhaka Site	Casual	10-Apr-24	30-Sep-24

Figure 11: Personal Information Management. (Note : This images' information is all hypothetical)

- ✓ **Payroll:** Pay is automatically determined by Empress, using employee attendance, overtime, bonuses, taxes, and deductions. It lessens the human mistakes that were prevalent in payroll processing done by hand. Time-tracking and leave management components are directly connected to Empress. Payroll is automatically modified without human input to account for holidays, leaves, late arrivals, and absences. Tax tables and regulatory deductions are automatically updated by Empress. It assists Renata Limited in maintaining compliance with local tax laws, labor laws, and statutory filings (such as income tax, gratuity, and provident fund). Payroll operations were quite complicated before the Empress's introduction. At that time, Oracle handled payroll-related duties, Critical issues occasionally occurred because Oracle was not HRIS software. Oracle was essentially used by the Department of Finance. At the time, more employees were required to finish the monthly payroll procedure. Empress is now saving money and time.
- ✓ **Leave Management:** Employees use the Empress platform to directly apply for leave. Requests for leave are immediately forwarded to the appropriate supervisor. There is no need for manual tracking or paperwork, because supervisors can approve or reject leave online. All leave requests, approvals, and denials are digitally recorded in Empress. This facilitates monitoring employee absenteeism trends and upholds compliance when calculating salaries every month. Leave balances such as earned leave, sick leave, and casual leave are automatically generated, calculated, and updated by Empress. Employees don't have to ask HR to view their available leaves at any moment. They can see it by themselves. Payroll and authorized leave data are synchronized by Empress. Salary calculations automatically take into account overtime adjustments, encashments, and unpaid leaves.
- ✓ **Vehicle Management:** Vehicle registration information, insurance information, maintenance schedules, and employee assignments are all stored by Empress. Everything is computerized, manual spreadsheets are no longer necessary. If employees need any vehicle service for an official purpose or for meetings. They can make a vehicle requisition in Empress. Empress increases the efficiency of vehicle management. Employees used to have to submit handwritten requests for vehicle requisitions. There were more papers utilized. Processing used to take a long time. The errors were high. Employees can now submit requests on Empress, which lessens the hassle and saves time.

- ✓ **Recruitment & Selection:** Empress automates job advertising, application tracking, and interview scheduling. This eliminates administrative load and allows the recruitment team to focus on strategic hiring. Moreover, through Empress, recruiters can book interview rooms earlier. So, it reduces administrative hassles. By boosting productivity, decreasing bias, guaranteeing compliance, and offering insightful data, Empress improves recruitment and selection. It enables HR departments to make more planned and knowledgeable hiring choices.

The screenshot displays the 'Applicant Summary' interface. At the top, there are two dropdown menus: 'Status' (currently showing 'Status') and 'Requisition' (currently showing 'Select Requisition'). Below these is a 'SEARCH PARAMETERS' section with a dropdown arrow. Underneath is a '+ Add New Applicant' button. The main part of the interface is a table with the following columns: Photo, ID, Tracking Number, Applicant Name, Requisition, Job Title, Age, Mobile, Invitation, Interview From, Interview To, Interview Status, Status, Academic Verification Form, Interview Assessment Form, Declaration Form, and View. The table is currently empty. At the bottom right, there is a watermark that says 'Activate Windows'.

Figure 12: Applicant Summary.

3.5 Data Analysis & Interpretation: The research survey's descriptive explanation will be provided in this part. It should be noted that a sample size of 22 people is used for the survey. Even if the sample size is too small to present a clear picture, it is sufficient to examine the impact of the HR procedure at Renata Limited, because this survey is taken from the HR Department. Among 22 people, 59% are women and 41% are men. The survey's detailed analysis is explained below.

- ✓ **Demographic Analysis:** In this survey, 41% are men and 59% are women. Moreover, most of the respondents' ages are around 25–34, which indicates 73% of the population of this survey. Also, some are between the ages of 25 and 44. Most of the respondents' experiences are around 1–3 years (59%), which means the majority of them are newly joined. However, some have less than a year's experience, while others have seven to nine years. According to the survey, the workforce is largely made up of younger, tech- savvy individuals in their early careers.

Duration of Employment	Percentage	Number of Responses
Less than 1 year	22.70%	5
1-3 Years	59.10%	13
4-6 Years	13.60%	3
7-9 Years	4.50%	1
10 or Above	0%	0

Table 01: Employee Sustainability.

- ✓ **Frequency & Scope of Empress:** According to the survey, 86.4% of the employees of the HR department are using Empress every day, and dependency on this system is significant. Only 13.6% of people are using Empress a few times a week. That means the usage rate of Empress is high. Every employee of the HR department uses Empress most often.

Frequency of Usage Rate	Percentage	Number of Responses
Daily	86.40%	19
Few Times a week	13.60%	3
Once a week	0.00%	0
Rarely	0.00%	0
Never	0%	0

Table 02: Frequency usage rate of Empress

According to the Survey, 68.2% of respondents mention that Attendance & Leave Management, Payroll, Employee Records, Vehicle Management- all of the HR functions are used through Empress. Empress is a fundamental tool for many HR tasks, indicating that it is intricately woven into day-to-day operations.

Mostly used function of Empress	Percentage	Number of Responses
Attendance & Leave Management	13.60%	3
Payroll	4.65%	1
Employee Records	9.10%	2
Vehicle Management	4.65%	1
Above All	68%	15

Table 03: Mostly used functions of Empress.

- ✓ **Operational Impact:** Empress provides real-world operational advantages by decreasing the burden and increasing task productivity, which is essential for lean HR teams. 77.3% of respondents think that Empress reduces manual work significantly, and 18.2% of people think that it reduces manual work completely. Both of the responses are in a positive direction, which means it ease the manual workload. Moreover, 72.7% & 77.3% of the respondents think, Empress reduces the time and improves the productivity. It reflects positivity in their operational activities.

Elimination of Manual Process	Percentage	Number of Responses
Completely	18.20%	4
Significantly	77.30%	17
Moderately	4.50%	1
Slightly	0.00%	0
Not at all	0%	0

Table 04: Percentage of eliminating manual work process.

Reduction of Daily Task Time	Percentage	Number of Responses
High	72.70%	16
Moderate	27.30%	6
Low	0.00%	0
None	0.00%	0

Table 05 : Reduction of daily task time

Level of Department Productivity	Percentage	Number of Responses
High	77.30%	17
Moderate	22.70%	5
Low	0.00%	0
None	0.00%	0

Table 06: Department Productivity.

- ✓ **Satisfaction & Effectiveness:** According to the survey, 63.6% of people are satisfied with the usage of Empress, and 31.8% of people are very satisfied with Empress. Both of the results indicate a positive attitude towards the Empress. Moreover, 90.9% of respondents think that Empress contributed to the overall effectiveness of the HR Department. It means employee expectations are met by Empress, which enhances HR's strategic effect in addition to being functional.

Effectiveness Rate	Percentage	Number of Responses
High	90.90%	20
Moderate	9.10%	2
Low	0.00%	0
None	0.00%	0

Table 07: Effectiveness rate.

Satisfaction level of Employess using current HRIS	Percentage	Number of Responses
Very Satisfied	31.80%	7
Satisfied	63.60%	14
Neutral	4.60%	1
Dissastisfied	0.00%	0
Very Dissastisfied	0.00%	0

Table 08: Satisfaction Level

3.6 Findings: Through this research, the findings are –

- ✓ The majority of the employees of the HR department connect with Empress regularly, using it either daily or a few times each week.
- ✓ Functions include vehicle management, employee records, and attendance and leave management. All the functions are available in Empress, and employees are using it regularly. Software's usability is easy or moderate to use.
- ✓ Manual work has been "Significantly" or "Completely" decreased by Empress. The technology has "Highly" increased departmental productivity, according to the majority. Also, it reduces the time required for daily work.
- ✓ Employees of the HR department believe that Empress has highly contributed to HR's effectiveness.

3.7 Conclusion: Renata Limited's HR operations have been significantly transformed by the HRIS software "Empress." HRIS has improved operational efficiency and decreased manual effort by simplifying key HR tasks like employee data management, payroll, leave management, attendance, and recruitment. Within the HR department, the incorporation of Empress into routine HR tasks has led to improved accuracy, faster decision-making, and employee satisfaction. The results of the survey demonstrate the effectiveness of HRIS software with a high degree of daily engagement and significant effects on departmental performance and productivity. Despite certain restrictions on access and organizational confidentiality, it is clear that Empress is essential to Renata Limited's HR strategy since it makes it possible for the department to operate in a more organized, open, and data-driven way. Empress not only updated Renata's HR procedures but also put the company in a better position to effectively manage its large workforce. It shows how technology can be used to meet the changing needs of HR operations in a competitive market.

3.8 Recommendation: The "Empress" HRIS software of Renata Limited has significantly enhanced HR processes. Nonetheless, the following recommendations are proposed to guarantee ongoing alignment with company objectives and improve the system's efficiency:

- ✓ Despite the Empress's widespread use, not every employee may be trained in or able to properly understand its advanced functions. Regular training sessions should be planned to guarantee that all the employees of the HR department can make use of the system's advanced analytics, performance monitoring, and employee development modules
- ✓ Continuous improvement would be possible if HR employees provided structured input on the functionality and usability of the Empress. Surveys can assist in locating problems, glitches, or restrictions on the user experience that might not be visible to managers.
- ✓ The HR department should have a specific team in charge of updating, training, and troubleshooting Empress usage rules.

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Appendix A

Impact of HRIS Software

1. What is your Gender?

- ✓ Male
- ✓ Female

2. What is your Age Group?

- ✓ Under 25
- ✓ 25-34
- ✓ 35-44
- ✓ 45-54
- ✓ 55 or Above

3. How long you have been working at Renata Limited?

- ✓ Less than 1 year
- ✓ 1-3 Years
- ✓ 4-6 Years
- ✓ 7-9 Years
- ✓ 10 or Above

4. How frequently do you use Empress (HRIS Software)?

- ✓ Daily
- ✓ Few times a week
- ✓ Once a week
- ✓ Rarely
- ✓ Never

5. Which HR functions are managed using the Empress ?

- ✓ Attendance & Leave Management
- ✓ Payroll
- ✓ Employee Records
- ✓ Vehicle Mangement
- ✓ Above All

6. How much user friendly or easy do you find the Empress software?

- ✓ Easy
- ✓ Moderate

- ✓ Difficult

7. To what extent has Empress reduced manual work in your department?

- ✓ Completely
- ✓ Significantly
- ✓ Moderately
- ✓ Slightly
- ✓ Not at all

8. To what extent Empress has reduced the time of daily routine task of HR department ?

- ✓ High
- ✓ Moderate
- ✓ Low
- ✓ None

9. To what extend Empress has improved overall department productivity ?

- ✓ High
- ✓ Moderate
- ✓ Low
- ✓ None

10. Empress has improved compliance with Labor Laws. Agree or Disagree?

- ✓ Agree
- ✓ Disagree
- ✓ How satisfied are you with the current HRIS software?
- ✓ Very Satisfied
- ✓ Satisfied
- ✓ Neutral
- ✓ Dissatisfied
- ✓ Very Dissatisfied

11. In your opinion, how much has Empress contributed to the overall effectiveness of HR Department?

- ✓ High
- ✓ Moderate
- ✓ Low
- ✓ No contribution.