

Internship report

Fall'18



Prepared For:

Mohammad Arif Ghani

Lecturer

BRAC Business School

Prepared by:

Tasmea Tabassum Tashmee

ID: 14304161

BRAC Business School

Date of submission: 2nd December, 2018

Implementation of HRIS at Confidence Group

LETTER OF TRANSMITTAL

2nd December, 2018

Muhammad Ariful Ghani

Lecturer

BRAC Business School

BRAC University,

66, Mohakhali, Dhaka-1212.

Subject: Submission of Internship Report.

Dear Sir,

Here is the **Internship Report** that I was assigned on the topic you permitted to start working with. The report has been completed by the knowledge that I have gathered from the working experience of Confidence Group in last 3 months.

I am thankful to all those people who provided me important information. I would be happy if you read the report carefully and I will be trying to answer all the questions that you have about the report.

I have tried my level best to complete this assignment meaningfully and correctly, as much as possible. I do believe that my tiresome effort will help you to get ahead with this sort of venture. In this case it will be meaningful to me. However, if you need any assistance in interpreting this assignment, I would like to request you to ask me for any clarification.

Thanking you,

Tasmea Tabassum Tashmee

ID- 14304161

BRAC Business School

BRAC University

Acknowledgement

At first, I wish to express my gratitude towards the almighty ALLAH for giving me the strength to play out my duties as an intern as well as finish the report inside the stipulated time. I am profoundly obliged to my honorable Lecturer Muhammad Ariful Ghani of BRAC Business School, for his constant guidance, help, effort, and suggestions. Without his direct guidance, this report couldn't be possible. Additionally, I would like to thank my supervisor from the core of my heart, Ms. Sharmin Sultana, Senior HR Manager, Confidence Group, for tolerating me as a potential intern and helping me at every stage of my new learning sector. However, I shall remain ever grateful to those people who helped me a lot by providing information.

Besides, I might want to pass on my indebtedness to my Confidence Group colleagues, seniors and partners who gave me a word of wisdom, suggestions, motivation and support. Also, I should specify the great working condition and gathering duty of this association that has empowered me to deal with everything in the work place. Truly, every one of them is exceptionally frank and supportive. Last but not the least; I am remarkably grateful to my folks and furthermore my companions whose huge emboldens help me to finish my report.

Executive summary

In order to complete my Internship program for Bachelors of Business Administration from BRAC University, I had the opportunity of a wonderful experience working for Confidence Group where I worked with the HR Team.

First part of this report is based on the introduction, which includes topics like origin, objectives, and company profile and so on. It defines the process and background of the study.

The next part of the report highlights a brief about the objectives behind preparing this report. Then the next part enlightens about the activities which are undertaken during internship period. This report is created mainly based on the HRIS software named KORMEE. In the main part of the report, we can gain insight about how Confidence Group is using HRIS and how much they are getting benefitted by using it. As the main intention of this report was to know the implementation of HRIS at Confidence Group and also to know the satisfactory level of the employees, so those are analyzed in the main part.

Contents

Chapter 1: The Organization Overview	2
1. Introduction:	3
1.1 Group vision.....	4
1.2 Group Mission	4
1.3 Group values	4
2. Products.....	5
3. Achievements	9
Chapter 2: Project part	12
Introduction:	13
2.1 Rationalities for selecting the report:	20
2.2 Project Objective:	20
2.3 Literature review:	20
2.4 Research Question:	21
2.5 SOFTWARE: KORMEE	21
2.5 Responsibilities and Contributions:	25
2.5.1 Finding out necessary data of the employees from the paper documents and input in the software:.....	25
2.5.2 Finding out the information gap:	30
2.5.3 Using formula in excel file, had to make list of the people who did not provide necessary data:	30
Figure 6: Information gap file.....	31
2.5.4 Keep records of the employees who left the organization:	31
2.5.5 Keep records of the provident fund document:.....	32
2.5.6 Keep records of the Final Settlements of the employees:.....	33
Chapter 3: Analysis and Interpretation of the data	34
Methodology:	35
Analysis and Interpretation of data:	35
Findings of the study:	45
Limitations:	45
Recommendations:	46
Chapter 4: Conclusion	47
References	49
Appendix	49

Chapter 1: The Organization Overview



1. Introduction:

Confidence Group is one of the largest conglomerates in Bangladesh, associated with the assembling of mid-tech building items for both residential and global utilize. Since its origination in 1991, Confidence Group has pushed forward the limits of designing, bringing class, perfection and development to the majority of its items. All Confidence Group items are of the most noteworthy quality, made with outrageous accuracy utilizing the best materials and best plans nearby.

Subsequently, when you are putting resources into a Confidence Group item, you are not just putting resources into an item that will withstand the trial of time, you are putting resources into a guarantee of involvement and quality.

This group has been, for quite a long time, a pioneer of value and advancement in the designing business of Bangladesh. However, it is one of only a handful couple of combinations in the nation, delivering an extensive variety of designing items, for example, spun pre-focused on electrifies adaptive shafts and heaps, post top fittings for low and high-voltage control transmission, concrete, paint, batteries, steel spans, transmission towers, and power age. Their gathering is continually developing as well as extending, in the local market as well as all through Asia.

At Confidence Group, they are trying to make an inheritance through energy, assurance, and diligent work. As a network that has been developing for as long as 26 years, they endeavor to accomplish solidarity and fulfillment among every one of our partners, including their esteemed customers and confided in associates. They are regarded to have with us a group who works constantly to convey on the gathering's estimations of initiative, regard, advancement, participation, and respectability. They trust that together, they can achieve new statures in the headway of the country.

1.1 Group vision

Let's Believe in our Brand

Confidence group has to be among the top 3 most valued and esteemed conglomerates in Bangladesh. Each of the brands under Confidence group has to be the most respected in its respective market sphere in Bangladesh.

Let's Believe in our Business

Confidence Group has to be a conglomerate of BDT 10,000 Crore within the year 2020.

Let's Believe in our Society

Confidence group has to be among the top 3 most socially and environmentally compliant conglomerates in Bangladesh.

Let's Believe in our Self

Every member of Confidence Group is chosen because of their uniqueness and competence. So be proud for being a part of Confidence Group. Confidence has to be a preferred brand of employment.

1.2 Group Mission

1. Let's commit to our customers that our products and services shall ensure the best value for their money.
2. Let's adopt "Can do" attitude in targeting every goal.

1.3 Group values

1. Leadership
2. Respect
3. Integrity
4. Cooperation

5. Innovation

2. Products



Confidence Cement Limited is the pioneer cement manufacturing organization in private cement division in Bangladesh under the Government Industrial approach of 1991. However, the organization was built up on 2nd May, 1991. Confidence Cement Limited, the leader organization of Confidence Group of Companies is one of the biggest makers of bond in the country. It is additionally a main Blue Chip organization in both Dhaka and Chittagong Stock Exchange and there it is among the best 20 performing organizations for the last 15 years. It is likewise the principal ISO 9002 certified cement assembling organization in Bangladesh.

GASTON

GASTON is the vitality and capacity control age unit of Confidence Electric Limited (CEL), involved world class and cutting edge producing offices. Their conveyance organize is completely prepared to send out far and wide. They produce overwhelmed VLA and Maintenance Free VRLA Gel Batteries in the accompanying classifications Passenger Car Battery, Commercial Vehicle Battery, Appliance Battery, Electric Tricycle Battery, Electric Rickshaw Battery, Solar Battery, Telecommunication Battery, IPS and Home UPS control unit.

At Gaston, they trust that Continuous Quality Improvement (CQI) and Total quality Management (TQM) is critical to be effective in strong vitality. They are resolved to keep up all-inclusive affirmed gauges and are continually looking in giving the best in quality, administration and qualities to guarantee most extreme client potential. Qualities stay focus to Gaston's exercises.



DigiCon offers great call steering and terminations on systems in countries like North America, Africa, Europe and Asia to convey movement from purposes of interconnection with Tier 1 telecom administrators to clients around the world. As an authorized International Gateway supplier in Bangladesh, they offer probably the most aggressive rates exploiting their immediate interconnection with best bearers around the world. However, their expanding systems to top level accomplices enable the clients to end voice activity through a ground-breaking and versatile system by giving the clients secure universal IP network.



Asian Paints Bangladesh Limited is a joint endeavor venture between Confidence Cement Limited and Asian Paints Limited. Asian Paints an organization with an Indian Origin is one of the main ten Paint makers on the planet and second in Bangladesh.



Dimitris, a concern product of Confidence Group is a developing wellspring of capacity control unit of Confidence Group with world class and best in class fabricating office. Their conveyance arrange is completely prepared to send out the world over. However, they make overflowed VLA Batteries in the accompanying classes Passenger Car Battery, Commercial Vehicle Battery, Appliance Battery, Electric Tricycle Battery, Electric Rickshaw Battery, Solar Battery, Telecommunication Battery, IPS and UPS Battery and control units. At Dimitris, they trust that Continuous Quality Improvement (CQI) and Total Quality Management (TQM) is their key to be effective and confided in wellspring of Solid Energy.



Certainty Steel Ltd. (CSL) is an entrenched and the most current steel creation organization in the nation. Outfitted with best in class machines CSL/CSEL can make fantastic stirred Telecom and Transmission towers and adjustable steel posts, equipment fittings, convenient steel scaffolds and screws. In the influence transmission division, CSL/CSEL is the principal maker and provider of Transmission towers in Bangladesh, which thusly permitted the nation out of the blue not to import towers from abroad and in this manner use the country's riches for other infrastructural advancement work. The organization appreciates a long haul and commonly useful business association with PGCB.

In the telecom area, the organization is additionally the greatest maker and provider of telecom towers and steel shafts. A portion of the organization's valuable customers incorporate Grameen Phone, Huawei, Banglalink, Airtel and Robi. Having provided telecom towers and steel posts to remote purchasers in Kuwait, Maldives and Bhutan the organization is ready to extend its universal market considerably further.

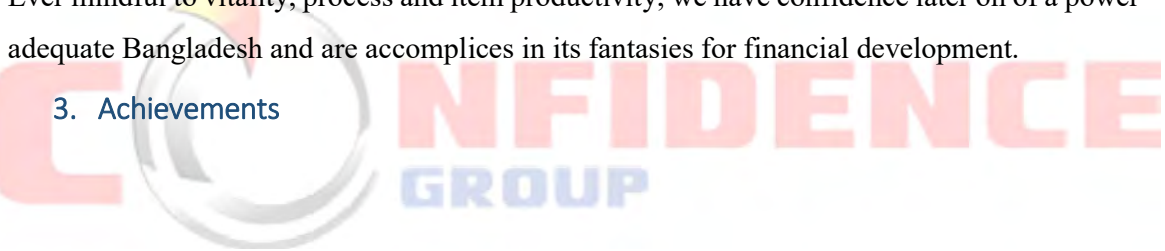


Built up and kept running by probably the most brilliant designing personalities of the nation, Confidence Electric Limited – Transformer division has set up itself as one of the main transformer producers in the market.

Power is a rare ware in Bangladesh and given the ongoing pattern of power rate climbs this need can turn into a weight if not oversaw proficiently. We accept, through solid research and improvement and embracing best in class fabricating strategies, our items are fundamentally vitality proficient empowering us to impart such more noteworthy incentive to our clients.

Ever mindful to vitality, process and item productivity, we have confidence later on of a power adequate Bangladesh and are accomplices in its fantasies for financial development.

3. Achievements





CONFIDENCE
STEEL
UP




Chapter 2: Project part



Introduction:

As I was instructed to work with the HR team of Confidence Group, there I worked using the HRIS software named ‘KORMEE’. So, I have selected the topic ‘Implementation of HRIS at Confidence Group’ after consulting with my honorable advisor. It was a great opportunity to learn practically how HRIS works in organization as we have learnt about it only from book.

To go ahead with the modern era, the HR department of Confidence Group realized that they need a software for the betterment of their work. They hoped and believed that using a HRIS software will help them to work better, faster and smoother than before. On the basis of that, they first bought a software in 2013 called ODO which was an open platform. Unfortunately, they were not happy with the service of this software. They faced some problems which actually killed their valuable time rather than assisting their work. They faced the problems below:

- 
- Tax collection error
 - HR team was not able to see the report at a glance
 - Entry process was very clumsy
 - They were not able to enter Employee ID
 - Only salary payment option was there
 - ‘Holidays’ option was not there

Based on the problem they faced, they decided to change the software with having few requirements which they need to do work. Their requirements are given below:

➤ **Personal information management system**

- Employee Basic information
- Employee Life Cycle

➤ **Attendance Management**

- Time & Attendance

- Over Time & Shifting

➤ **Leave Management**

➤ **Compensation & Benefit**

- Payroll
- Income Tax
- Loan & Advance
- Final Settlement
- Bonus Management
- Employment related Transaction
- CTC
- Provident Fund
- Gratuity

➤ **Performance appraisal**

- KPI settings
- Performance Evaluation
- Performance Bonus/ Incentive Calculation

➤ **Training**

Personal information management system

Employee Basic information:

This module maintains all relevant employee related information, including different types of personal information, employee id, employee picture and signature, expatriate information, detailed educational & professional qualifications and work experience; job related information, utility information, family information etc. are also included here.

Employee Life Cycle:

Employee movements within the organization, includes user friendly application and approval of transfer, promotions, demotion, confirmation, increment, separation etc should be included in this module.

Note: This module should also contain the flexibility to create new field employee wise as and when required

Attendance Management

Time & Attendance:

All employees' attendance should be in our process based on our provided time schedule location wise. Attendance should be integrated with our payroll process.

Over Time & Shifting:

Overtime should be counted through system as per policy and will also be integrated with payroll.

Flexibility to create Shift time and adjustment of attendance as per shift should be considered in the system so that the Payroll module can integrate shifting attendance in the system.

Leave Management

Leave management module should contain all kind of leave like casual, sick, annual, maternity, paternity, pilgrimage leave, quarantine leave, leave without pay for all employees. The following issues should be considered for Leave management Module:

- Online Application Process through web browser
- Online Leave Approval Process
- Manual handling should also be incorporated in the system

- All leave should be incorporated as per Policy
- Leave Management Module should be integrated with payroll management module

Compensation & Benefit

Payroll: The Payroll module should consider the following:

- It should contain the component of salary like: Basic, House rent, Transport, medicals, factory allowance, overtime, PF, Tax, festival bonus, performance bonus, Cash and other allowances
- All terms and conditions will be set as per policy
- The system should have option to operate location wise and SBU wise
- There should be option to create, delete or modify any component of Salary
- Attendance, Shift, Leave, Overtime should be integrated with this module
- Both Cash and Bank transfer need to be incorporated as Mode of Payment

Income Tax:

This module will be fixed as per Tax Law of the Govt. There should be some option for manual work.

Loan/ Advance:

Loan & Advance calculation process should be incorporated in the system. There should be option to create loan & advance criteria as per policy. EMI calculation should also be incorporated in our system.

Final Settlement:

Employee Final Settlement process should be incorporate in our system. Calculation of Final Settlement should be automated based on the Policy of the Company.

Bonus Management:

Calculation of all types of Bonus should be incorporated in the system so that we can process Bonus Disbursement through our system. All calculation will be done as per Company Policy.

Employment Related Transaction:

All type of transaction related with Employment Contract should be counted and recorded in the system against the account of particular employee. The option for generating report month wise should be there.

CTC:

CTC module should cover all types of cash and non-cash benefit. Every transaction against any employee will be included in this module as well as some fixed cost of noncash benefit will also be considered as per rules. This module will reflect total cost against each employee.

Provident fund:

Provident fund management module should contain all kinds of PF management like subscription of both parties (employee, employer), Investment, profit calculation/ allocation. Also it has an option to eliminate wrong data entry / reverse entry system for subscription, loan repayment reconciliation and mismatch.

Gratuity:

Gratuity module should contain the provisioning of gratuity for every employee, the current status of gratuity fund, investment of gratuity fund, repayment of gratuity to employees who left. All records will be based on company policy/ gratuity fund rules.

Performance appraisal

This module will include appraisal cycle, Goal settings, appraisal configuration system, performance bonus incorporation system etc. This process also calculate our bonus amount. It should have option for manual handling/ input for any exception.

KPI Settings:

This module should contain option for setting Functional KPI, Individual KPI. This module will also have option to evaluate KPI achievement which will be linked to Performance Bonus.

Performance Evaluation:

Performance Evaluation should be followed based on our policy.

Bonus calculation:

This module should have option to set the criteria for bonus. After setting criteria the module will process the whole bonus calculation for every employee based on set criteria in the system

Training

Training module will maintain training data like individual training information, No of training, Types of training, Training title, Training costs etc.

Reports:

1. All reports should be in flexible manner .It has an option to search by using selected filed and to get the desired report from the system.
2. Appointment letter, Experience letter, Termination letter, Dismiss letter, Appraisal letter, Increment letter, Confirmation letter, Promotion letter, Salary certificate, Tax Certificate, Training Report should be produced through system.

Others Requirements:

1. It has an option to upload bulk excel file.
2. Dynamic facility to create / edit different rules, policy and formula
3. Multi-layer security system
4. Admin can create multiple data entry field for various purpose
5. Incorporated manual entry option with approval option and audit facilities
6. Keeping record process to changes of any field / Need to have Audit Trail
7. Handle multi shift operation with cross date work-time solution
8. Certain Period or Month wise pay roll process
9. User friendly interface for employees

10. Distributed workforce management

11. Ensure all facilities and features which is mentioned in proposal of CSL (Kormee).

Performance Requirements:

System may not take more than 15 seconds to load any page over Intranet. The performance will be dependent on connectivity and page contents.

Interoperability Requirements:

The system should allow the reports to be exported as Excel and PDF files.

Scalability Requirements:

The system should extend the reach of information within the company, giving access to more people for getting critical data for planning and reporting. The solution must scale to new levels to support broader internal access.



Availability Requirements:

Because the system would link many critical functions of the organization, failure to do any one piece can have an extremely broad impact across the enterprise. Thus the system should always be available with virtually zero downtime.

With having all the requirements, they have selected 'KORMEE' software which was created in Bangladesh. They bought this software in 2016 and since then working with this software.

2.1 Rationalities for selecting the report:

Confidence group is one of the largest conglomerates in Bangladesh. A large, strong and creative HR team is needed to run an organization like this. Indeed, they have a great HR team. To be updated with modern era, they use HRIS software to do work faster, smarter and smoother. Day by day, they are gaining customer and employees' trust.

HRIS is now getting popular in the organizations. As a student I have learnt about HRIS only in one course. That bookish knowledge was not enough for me to understand how it works and how the employees get benefitted from this software. We did an assignment based on HRIS software but unfortunately organizations do not want to reveal their information about HRIS software at a large extent. So, it was not still possible for me to understand how HRIS works. Luckily, I got chance to know more about it as an intern in Confidence Group, I have decided to work on it. Finally, I have selected the topic to make report.

2.2 Project Objective:

To know how Confidence Group is using HRIS software and how it is benefitting them. Also, to know what problems they are facing while using it.

2.3 Literature review:

Information about the organization is collected from the website of Confidence Group during the preparation of this report. However, most of the information are taken from HR department directly. For this internship report, I have reviewed some other internship reports regarding the working culture of Confidence Group as well. The best approach to assemble data was In-depth interview with the line manager of Group HR for preparing this report. Along with that, I have also gone through their HR manual report, Customer Requisition Software document which the line manager shared with me to know more about their policies and requirements of the software.

2.4 Research Question:

As I worked in HR department using the software KORMEE, I wanted to know “How much the HRIS (KORMEE) is helping the employees of the HR department to do their work?” Also, I had an intention to know their satisfaction level.

2.5 SOFTWARE: KORMEE

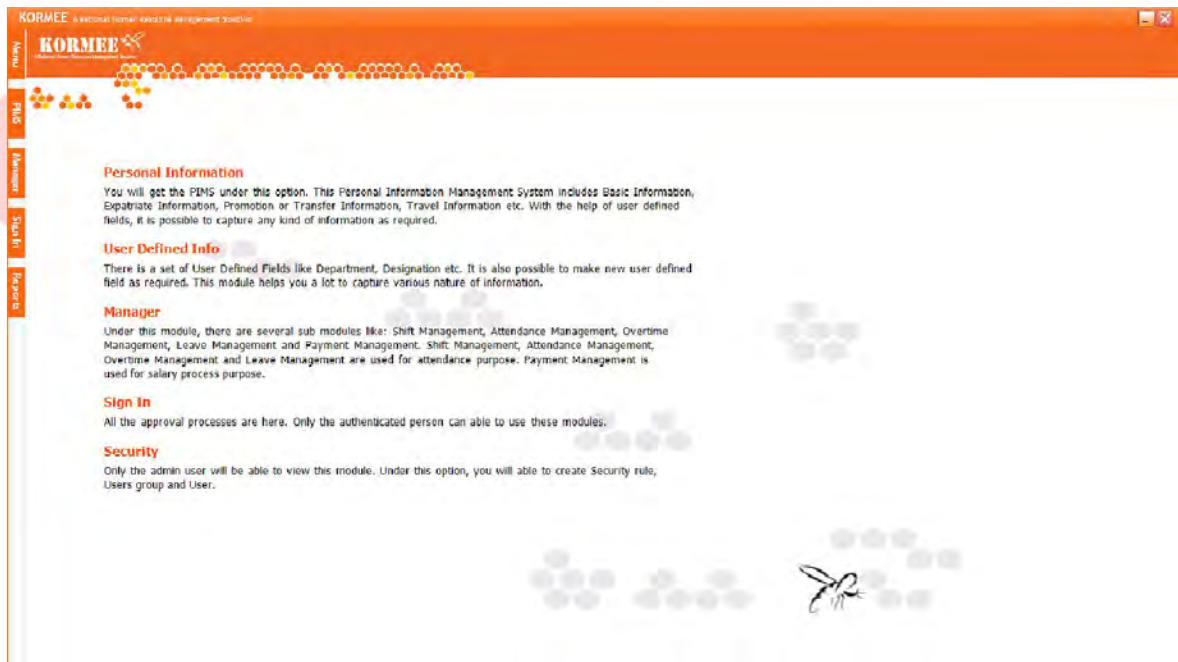


Figure 1: 1st page of Kormee software

This is the first appearance of the software after logging in with a valid ID. On the first page there some instructions. These help users to identify and understand how to work with the software and where are the options. Though they provide training program for the employees but still the system and instructions prove how much user friendly this software is. Any user

can easily use this software even if all of them do not have training. Few members can attend the training program and then teach others how to use it. For example, as an intern, I did not get any chance to attend the training session but I could get to learn from my teammates.

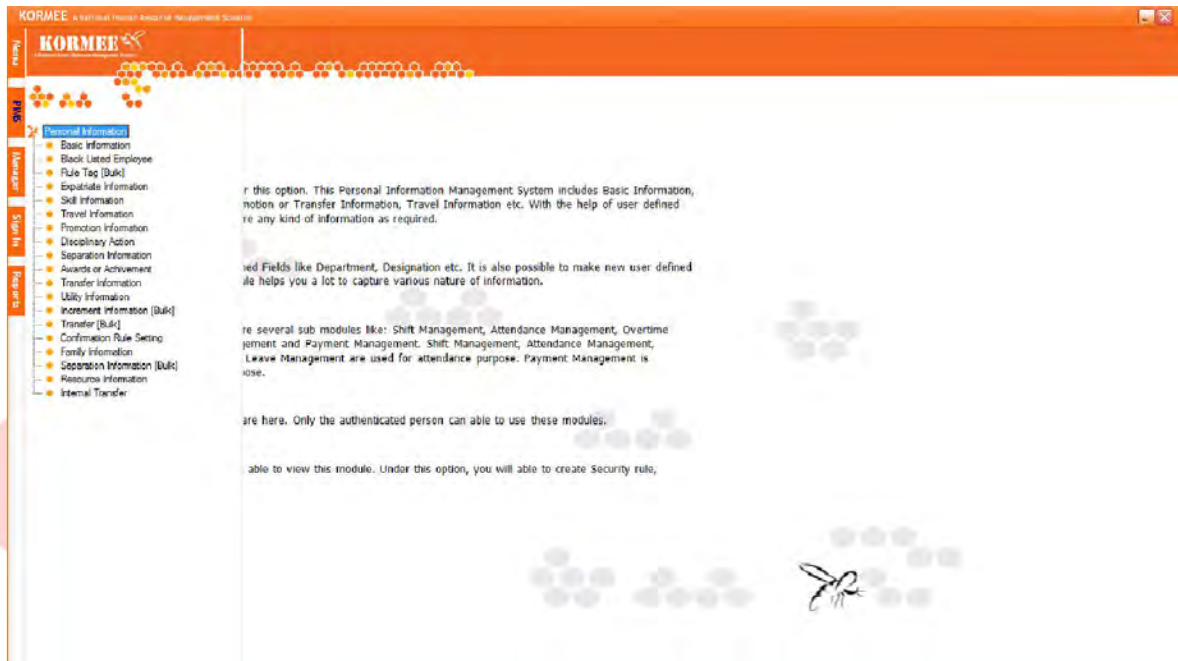


Figure 2: Personal information

In the option 'Personal information' there are Basic information, Black listed employee, Rule Tag, Expatriate information, Skill information, Travel information, Probation information, Disciplinary action, Separation information, Awards or Achievements, Transfer information, Utility information, Increment information, Transfer, Confirmation rule setting, Family information, Resource information, Internal transfer. They can update information of the employees regarding the mentioned issues and see at a glance when needed. It helps them to keep track of every employee of the organization. Also, they can find out information easily rather than searching the documents. It saves their time and energy.



Figure 4: Sign In

In the figure 4, there is an option named 'Sign-in' where Attendance, Personal, Bonus and Payment related information are given and it is basically kept for approval of the issues. Management approvals are recorded here.



Figure 5: Option- Reports

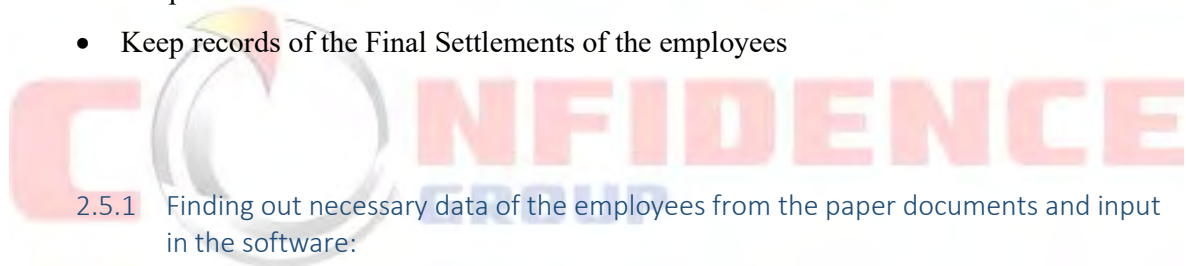
In this option there are Report prepare, Query manager security, Query view, Report Viewer, Query manager, mailing reports, report maintenance. All these are maintained and keep recorded here.

2.5 Responsibilities and Contributions:

During my internship at Confidence Group, I mainly worked using the software KORMEE.

My task was:

- Finding out necessary data of the employees from the paper documents
- Finding out the information gaps
- Using formula in excel file, had to make list of the people who did not provide necessary data
- Keep records of the employees who left the organization
- Keep records of the Provident Funds
- Keep records of the Final Settlements of the employees



2.5.1 Finding out necessary data of the employees from the paper documents and input in the software:

As an intern I had to go through the information files of the employees which are very confidential. My Line Manager instructed me to fill up few options which I needed to find out from those paper documents. Documents include their CV, Educational certificates, Professional qualification certificates, Photocopy of National ID Card, Employee information form, Provident fund form, Nominee information form, Joining letter, Appraisal letter, Leave documents, Warning letters, Resign letter.

Figure 1: General information

To fill up the general information, I needed to find out National Id Card number, Date of birth, Present address, Permanent Address, Marital status, Spouse name, Spouse occupation, No. of children, Gender, Religion, Nationality, Blood group, Phone and Mobile number, Email address from the documents available in the employee file.

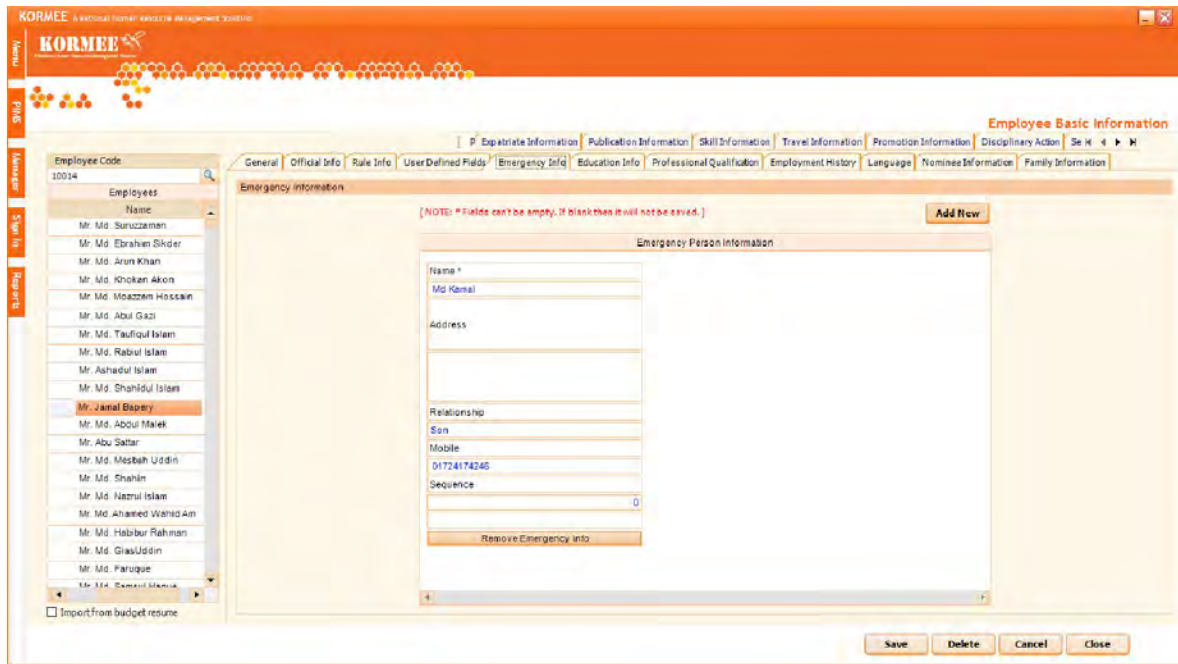


Figure 2: Emergency Info

I was instructed to fill up the emergency information of the employees. I needed to collect it from the employee information form which the employees fill up after joining the organization. It is very important as anything can happen to anyone while working or while travelling outside. It will help to inform employees' family members to know about the condition about the employee and take necessary steps after getting care from the organization.

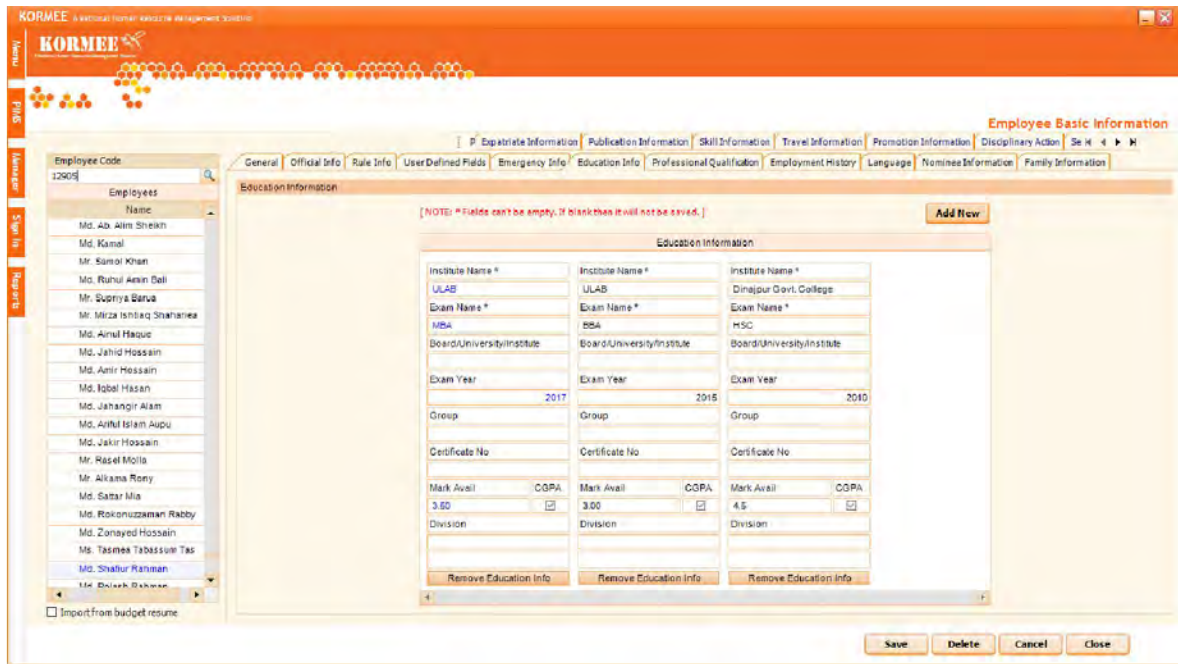


Figure 3: Educational information

I needed to find out the educational information from the CV of the employees'. In some cases there were not mentioned the institute's name in the CV rather they mentioned only the name of the board under which they had taken part in exam. In that case, I had to go through their educational certificates to find out and ensure the institute's name from where they passed. This helped me to justify if they mentioned their original result in their CV or not.

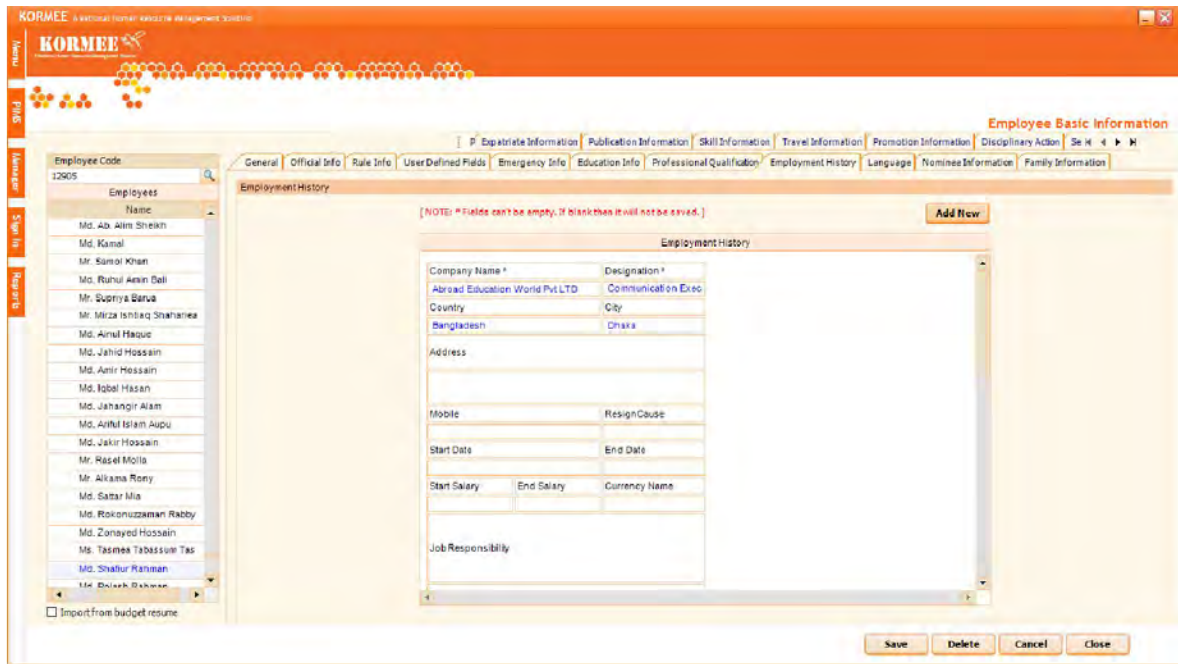


Figure 4: Employment history

Having previous experience always add value to the new organization where an employee want to join and provide his/her service. At Confidence Group the HR team always try to keep this record which will help them to evaluate any employee within few seconds. This information is generally collected from their CV.

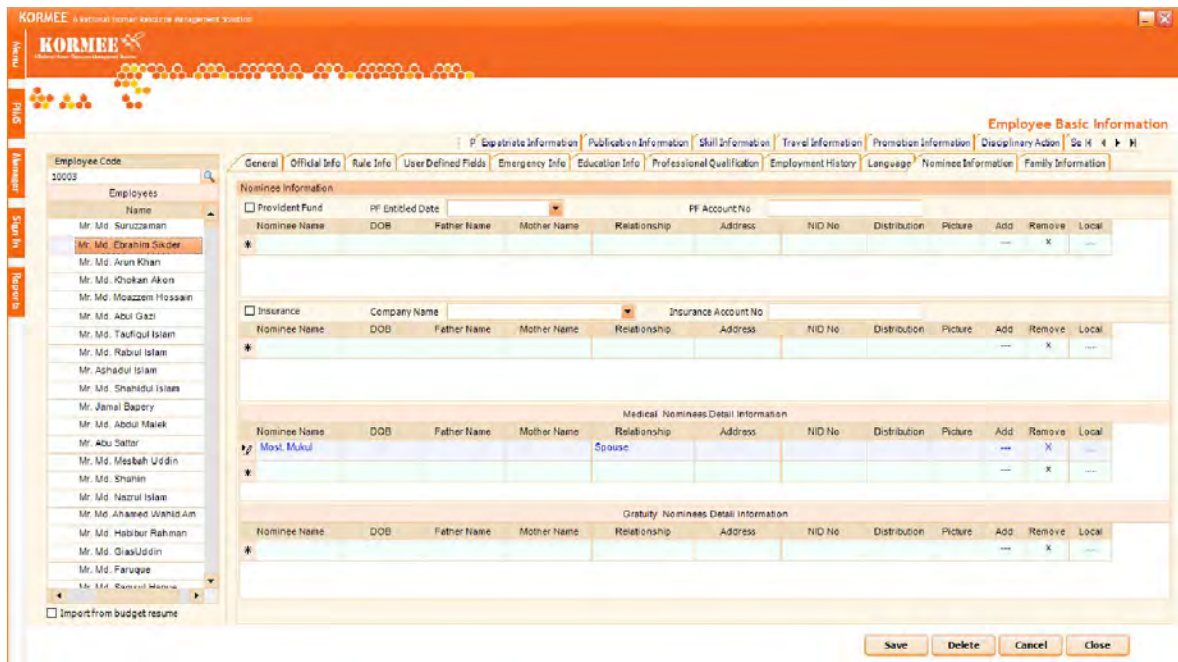


Figure 5: Nominee Information

This information is collected from the Nominee Information Form which the employees get after joining the organization. There are Provident fund, Insurance, Medical Nominee and Gratuity Nominee.

2.5.2 Finding out the information gap:

One of my tasks was to finding out the information gap of the employees. Sometimes employees do not provide their important information such as National ID Card number, Mobile number, Blood Group, Emergency contact information etc. I had to find out those and went through the paper documents for getting those information. When I got those information, I could input those in KORMEE. Employees, who did not provide their information fully, I made a list of them and send to my Line Manager. She then manages to contact with them and bring out necessary data needed. Without proper data and paper documents, personal file cannot be fulfilled. Also, the database of the employees remain incomplete. I had to make file like the following picture.

2.5.3 Using formula in excel file, had to make list of the people who did not provide necessary data:

After finding out the information gap I had to make one common file. The reason behind that was, suppose, the same person did not provide information about Blood group, National ID Card number and also Marital status. These three requirements should be in one row, in one file rather than in different sheets of excel file. For that, I had to use excel formula which was VLOOKUP formula.

	A	B	C	D	E	F
386	11774	Mr. Md. Hashin Ur Reza	Confidence Steel Limited (PEB Unit)			
387	11779	Mr. Md. Rashedul Islam	Confidence Steel Limited	NID Missing	DOB Missing	Marital Status Missing
388	11780	Mr. Md. Nooralam	Confidence Steel Limited	NID Missing		Emergency coi
389	11785	Ms. Mary Catherina Rozario Jul	Confidence Batteries Limited	NID Missing	DOB Missing	Emergency coi
390	11790	Mr. Md. Shehabuzzaman	Confidence Steel Limited (PEB Unit)	NID Missing		Marital Status Missing
391	11797	Mr. Dipanjal Chakraborty	Confidence Batteries Limited	NID Missing		Emergency coi
392	11798	Mr. Md. Ashikur Rahaman Bhuiyan	Confidence Batteries Limited	NID Missing		Marital Status Missing
393	11799	Mr. Md. Mehedl Rahman	Confidence Batteries Limited	NID Missing		Emergency coi
394	11812	Mr. Md. Hasan Ali	Confidence Steel Limited (PEB Unit)	NID Missing		Emergency coi
395	11813	Mr. Md. Kamrul Islam	Confidence Power Limited	NID Missing		Emergency coi
396	11814	Mr. Saiful Alam	Zodiac Power Chittagong Limited	NID Missing		Marital Status Missing
397	11815	Mr. Md. Sakib Mahmud	Confidence Steel Limited			Marital Status Missing
398	11816	Mr. Enjamamul Hoq	Confidence Power Bogra Unit-2 Limited			
399	11817	Mr. Md. Akmam ul Haque	Confidence Oil & Shipping Limited.	NID Missing		Marital Status Missing
400	11818	Mrs. Sayela Alam	Confidence Power Rangpur Limited (CPRL)	NID Missing		Marital Status Missing
401	11819	Mr. Md. Dara Kabir	Confidence Oil & Shipping Limited.	NID Missing		Emergency coi
402	11820	Mr. A M Mainuddin Khan	Confidence Oil & Shipping Limited.	NID Missing		Emergency coi
403	11920	Mr. Captain M Emdadul Haque,(E), PSC,	Confidence Power Rangpur Limited (CPRL)			
404	11921	Mr. Sanjoy Kumer Majumder	Confidence Steel Limited			
405	11933	Mr. Md. Humam Rashid	Confidence Electric Limited			
406	11934	Mr. Engr. Mohammad Imtiaz Uddin	Confidence Steel Limited			
407	11935	Mr. Md. Meraz Uddin Khan	Confidence Oil & Shipping Limited.	NID Missing		Marital Status Missing
408	11936	Mr. Ashrafal Alam	Confidence Steel Limited			Emergency coi
409	11987	Mr. Md. Selimul Islam	Confidence Steel Limited			

Figure 6: Information gap file



2.5.4 Keep records of the employees who left the organization:

The HR team was planning to keep record who had already left the organization. To do that, I had to go through those employees’ personal files and find out the necessary data. Then I had to create excel file and input the data.

Sl	Emp ID	Name	Designation	Company Name	Function	Department	MGT/Non-MGT
4	1	Md. Moynul Hossain	Jr. Engineer	Confidence Steel Ltd.		Maintenance	MGT
5	2	Md. Shahinur Rahman	Asst. Manager	Confidence Steel Ltd.		Cost & Budget	MGT
6	3	S.M. Ariful Ahsan	Sr. Executive	Confidence Steel Ltd.		Design	MGT
7	4	Md. Morshed Halim	Sales Manager	Confidence Steel Ltd.			MGT
8	5	Nabila Chowdhury	Jr. Executive	Confidence Steel Ltd.			MGT
9	6	Md. Razibul Karim	Executive	Confidence Steel Ltd.			MGT
10	7	Md. Nahidul Islam	Supervisor	Confidence Steel Ltd.			Non-MGT
11	8	Md. Delwar Sharif	Supervisor	Confidence Steel Ltd.		Fabrication	Non-MGT
12	9	SM Rezwanul Islam	Internship	Confidence Steel Ltd.			MGT
13	10	Md. Abdullah Ar Rubayet	Sr. Executive	Confidence Steel Ltd.		Compliance	MGT
14	11	Nayem Ahmed	Asst. Engineer	Confidence Steel Ltd.	Planning	Manufacturing & Distribution	MGT
15	12	Md. Saifuddin	Jr. Engineer	Confidence Steel Ltd.		Hardware	MGT
16	13	Md. Noor Hossain	Jr. Engineer	Confidence Steel Ltd.			MGT
17	14	Prahallad Das	Jr. Engineer	Confidence Steel Ltd.		Screw	MGT
18	15	Anisur Rahman	Asst. Engineer	Confidence Steel Ltd.		Manufacturing & Distribution	MGT
19	16	Md. Imdadul Haque	Asst. Manager	Confidence Steel Ltd.		Security	MGT
20	17	Md. Mahfuzur Rahman Sarker	Manager	Confidence Steel Ltd.		Marketing	MGT
21	18	Md. Farhad Hossain	Asst. Engineer	Confidence Steel Ltd.		Manufacturing & Distribution	MGT
22	19	Md. Rabiul Islam	Jr. Engineer	Confidence Steel Ltd.		Manufacturing & Distribution	MGT
23	20	Istiaq Ahmed Chowdhury	Sales Representative	Confidence Steel Ltd.		Screw	MGT

Figure 7: Information of Separated employees

2.5.5 Keep records of the provident fund document:

The HR team was planning to keep record of the Provident Fund information of the employees. To do that, I had to go through the documents that were given to me. Then I had to create excel file and input the data.

Sl	Emp ID	Name	Designation	Company Name	Function	Department	Date of Birth
3	1	10718 Md. Omar Ali	Technician	Confidence Electric Ltd.	Assembly	Battery Unit	01.09.20
4	2	10200 Md. Ehsan Arfin	Supervisor	Confidence Steel Ltd.	Tower Production		01.10.20
5	3	10267 Abdul Gaffar	Asst. Foreman	Confidence Electric Ltd.	CRGO	Transformer Unit	04.10.20
6	4	10543 Md. Kamal Uddin	Forklift Driver	Confidence Steel Ltd.	Transport		01.06.20
7	5	10387 Md. Delwar Shorif	Supervisor	Confidence Steel Ltd.	Fabrication		02.07.20
8	6	10404 Md. Sajid Mia	Driver	Confidence Electric Ltd.	Admin		01.09.20
9	7	10206 Md. Sohail Miah	Supervisor	Confidence Steel Ltd.	Galvanizing		20.12.20
10	8	10091 Md. Asrar Hossain (J)	Sr. Technician	Confidence Electric Ltd.	Unaging	Battery Unit	25.11.20
11	9	10517 Yousof Marnun	Battery Technician	Confidence Electric Ltd.	Formation	Battery Unit	01.01.20
12	10	10335 Md. Arman Ali	Operator	Confidence Electric Ltd.	Maintenance	Battery Unit	01.01.20
13	11	10571 Md. Mokkhesur Rahman	Technician	Confidence Electric Ltd.	Technician	Battery Unit	01.02.20
14	12	10742 Ala Uddin	Battery Technician	Confidence Electric Ltd.	Assembly		15.03.20
15	13	10641 Md. Sherfur Rahman	Operator	Confidence Electric Ltd.	Power Transformer		02.05.20
16	14	11130 Mostafizur Rahman	Technician	Confidence Electric Ltd.	Maintenance		01.04.20
17	15	10615 Md. Mitsu Howlader	Technician	Confidence Electric Ltd.	Sales & Marketing	Battery Unit	01.04.20
18	16	10618 Md. Sayed Habib	Technician	Confidence Electric Ltd.	Tube Filling	Battery Unit	16.04.20
19	17	10869 Md. Sapon Ali Sardar	Technician	Confidence Electric Ltd.	Charging	Battery Unit	17.05.20
20	18	10786 Md. Babul Hossain	Store Keeper	Confidence Electric Ltd.	Store	Battery Unit	01.01.20
21	19	10745 Md. Papul Mia	Battery Technician	Confidence Electric Ltd.	Assembly	Battery Unit	15.09.20
22	20	10053 Md. Jaim Uddin	Asst. Foreman	Confidence Steel Ltd.	Hardware 2		10.09.20
23	21	10068 Md. Rezaul Karim	Helper	Confidence Steel Ltd.	CSL Store		16.02.20
24	22	10210 Chan Mia	Supervisor	Confidence Steel Ltd.	Hardware Unit 1		15.11.20

Figure 8: Provident Fund information

2.5.6 Keep records of the Final Settlements of the employees:

At the point when an employee is leaving the organization, he/she needs to get paid for last working month. This technique of paying or recuperating amid the renunciation procedure is called Final Settlement. Last settlement should be possible on the last working finance month or consequent months. The employee can be settled first and afterward surrendered or the organization can leave a worker and after that do the last settlement at a later date. However, at Confidence Group the HR team keep records of this issue mentioning the net payment. I did assist in keeping the record.

Sl	Emp ID	Name	Designation	Company Name	Department	Date of Joining	Date of Leaving	Net Payment
1	1	S.M. Abu Sayed	Asst. General Manager	Confidence Electric Ltd.	Manufacturing	01.03.2011	30.10.2015	264,324/-
2	2	Md. Jamshar Alam	Jr. Engineer	Confidence Steel Ltd.	Quality Assurance	02.05.2012	30.01.2016	0
3	3	Md. Mehedi Hasan	Asst. Manager	Confidence Electric Ltd.	Environment Health & Safety	01.11.2012	31.05.2015	80,270/-
4	4	Md. Abdul Kasem Azad	Sales Officer	Confidence Steel Ltd.	Sales & Marketing	01.10.2012	30.11.2015	28,162/-
5	5	Roman Mia	Jr. Engineer	Confidence Steel Ltd.	Tower Production	01.04.2012	25.02.2016	30,406/-
6	6	Md. Abrir Hossain	Executive	Confidence Power Ltd.	HR & Admin	17.10.2011	31.12.2015	11,333/-
7	7	Md. Kamal Uddin	Executive	Confidence Steel Ltd.	HR & Admin	12.05.2014	03.01.2016	34,563/-
8	8	Md. Sumon Mia	Jr. Executive	Confidence Electric Ltd.	Quality Assurance	01.02.2013	31.12.2015	53,945/-
9	9	Md. Morshed Halim	Sales Manager	Confidence Steel Ltd.	Sales & Marketing	01.07.2012	01.12.2015	102,885/-
10	10	Irin Chowdhary	Front Desk Executive	Confidence Steel Ltd.	Admin	01.02.2010	20.12.2018	68,678/-
11	11	Sharif Uddin Ahmed	General Manager	Confidence Electric Ltd.	Sales & Marketing	01.02.2011	30.09.2015	495,873/-
12	12	Mohammad Adnan Akhtar Tony	Manager	Confidence Steel Ltd.	IT	01.07.2012	30.06.2015	210,080/-
13	13	Istiaq Ahmed Chowdhury	Sales Officer	Confidence Steel Ltd.	Screw	01.02.2013	30.11.2015	27,459/-
14	14	Md. Saleuddin	Driver	Confidence Power Ltd.	Transport	28.12.2006	06.12.2015	25,141/-
15	15	Farhana Akhter Alam	Executive	Confidence Power Ltd.	Sales & Marketing	15.01.2015	12.01.2016	40,925/-
16	16	S.M. Ariful Ahsan	Sr. Executive	Confidence Steel Ltd.	Engineering, CI/Design	01.10.2013	31.12.2015	41,671/-
17	17	MD. Sohel	Peon	Confidence Power Ltd.	Office & Admin	01.07.2006	12.11.2015	53,826/-
18	18	Md. Hasan Mahmud Sarker	Territory Sales Officer	Confidence Electric Ltd.	Sales & Marketing	01.01.2013	29.02.2016	58,201/-
19	19	Md Akter Alam Khan	Asst. Manager	Confidence Power Ltd.	Store Inventory & Distribution	18.01.2003	31.01.2016	159,643/-
20	20	Md. Omar Faruq	Site Engineer	Confidence Steel Ltd.	After Sales	15.02.2006	22.12.2015	77,652/-
21	21	Md Hemayetul Islam	Sr. Executive	Confidence Steel Ltd.	HR & Admin	02.05.2011	16.02.2016	52,575/-
22	22	Md. Abdul Karim	Driver	Confidence Steel Ltd.	Finance	01.03.2008	13.03.2016	96,540/-
23	23	Ariful Islam	Supervisor	Confidence Steel Ltd.	Galvanizing	01.07.2011	11.01.2016	10,497/-
24	24	Md. Nayem Mahmud	Supervisor	Confidence Steel Ltd.	Galvanizing	01.04.2011	01.10.2011	10,254/-

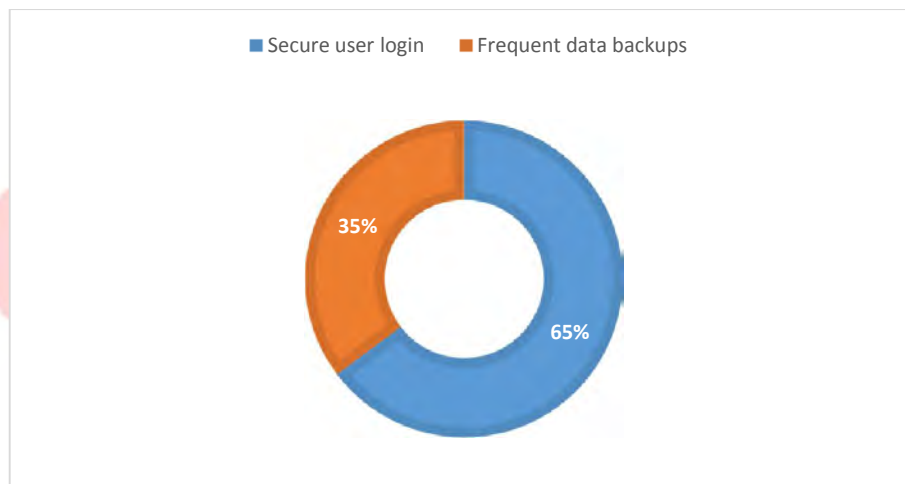
Figure 9: Final Settlement information

Chapter 3: Analysis and Interpretation of the data



Methodology:

To get answer of my research question, I had to make questionnaire for the employees of HR department of Confidence Group. Since, they were very busy with day to day work, so it would be hard for me to collect data if I would use Google Form and send them link. It would be less possible to ensure that they would fill up the questionnaire. To solve this issue, my honorable Line Manager advised me to do on field survey. Hearing that, I did the survey using hard copy at office premise. However, the sample size is 30. Among all 12 of them were male employees and 18 of them were female employees holding different designation.



Analysis and Interpretation of data:

1. For how long you are using this software?

I wanted to ask this question to have an idea about how long they are using this software. I put options at a range of 1 month – 2 years because they have bought this software 2 years ago. Maximum of them are using this software at the range of 1 year – 2 years. 43% of the sample size are using this software for 1 year- 2 years, 40% of them are using it for 6 months – 1 year and 17% of them are using it for 1 month- 6 months which indicates that they are new employees of the organization.

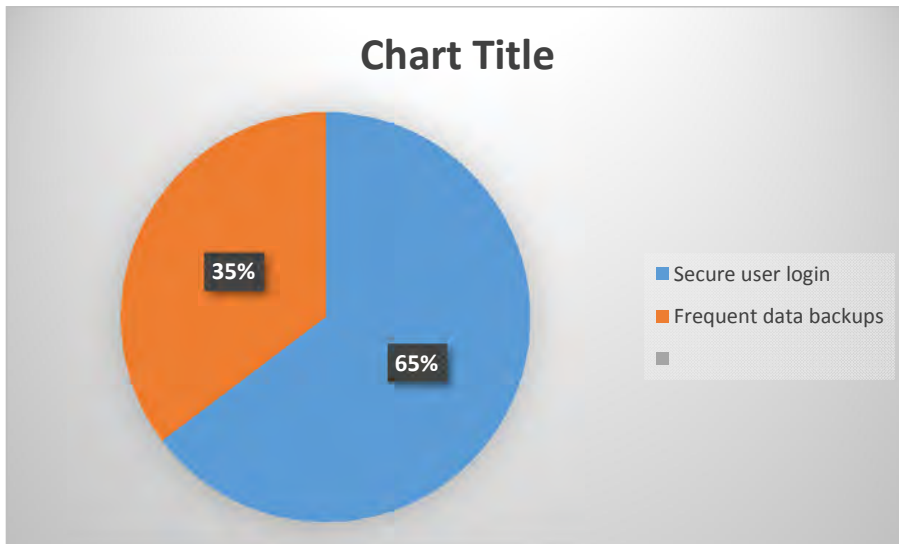


Figure 1: For how long you are using this software?

2. What type(s) of data does your HRIS collect? Check all options that apply.

There are several options for this question. They marked all the options. Most of the cases, one individual marked more than one option. It also happened that the same employee marked all the options. It indicated that the HRIS collects all the data mentioned. However, 45% of them said that it collects data of Human Resources. As they are working in HR department so marking this option clearly shows that they are getting benefitted to keep data of Human Resources by using this software.

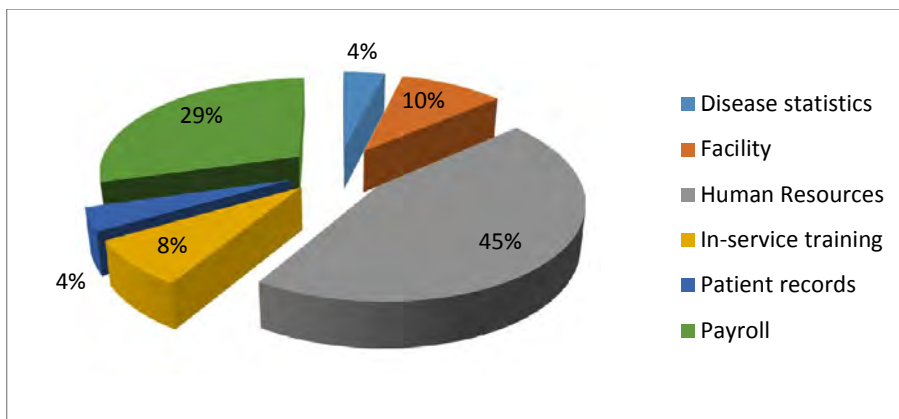


Figure 2: What type(s) of data does your HRIS collect?

3. Does this system meet your current needs?

All of them are same at this point. 30 out of 30 participants has said that this software is meeting their current needs. It indicates that they are satisfied using this software.

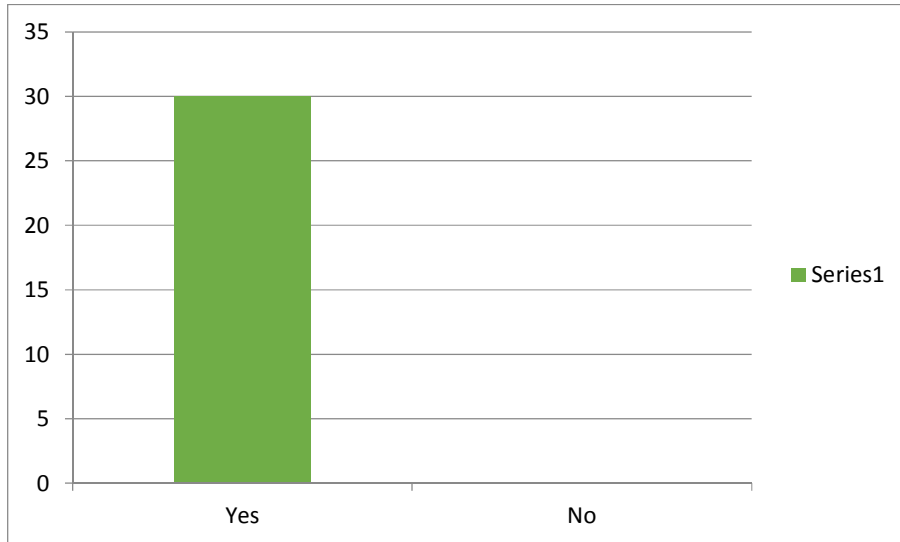


Figure 3: Does this system meet your current needs?

4. Do you have a technical support person/team for this HRIS application?

As this is a software so there can be technical problem which cannot be solved by HR team. A technical support person/team is needed to solve problem which they may face at any time. Delaying of solving problem may cause of delaying their work. It wastes their valuable time and flow of the work. In this question, all of them have answered in the positive. Having technical support person or team actually shows the concern of the company about their daily work and time consciousness. From my experience, I have seen that they can call technical support person whenever they face problem. After getting the call they provide solution over phone and also sometimes they come physically to see the problem and solve it.

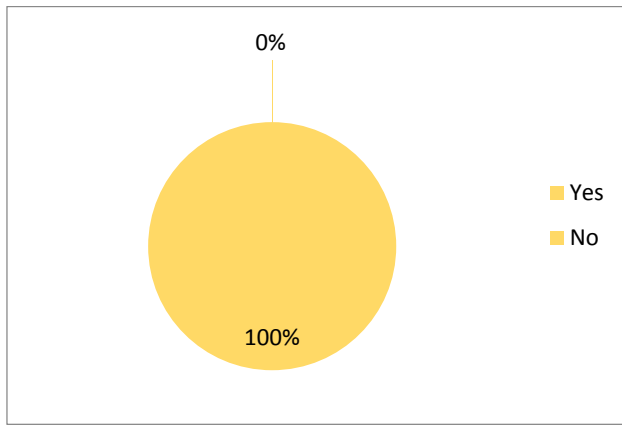


Figure 4: Do you have a technical support person/team for this HRIS application?

5. Is there a system or process for sending comments for improving this HRIS application?

At this question, all of them have answered in the positive. There is a process for sending comments for improving their application.

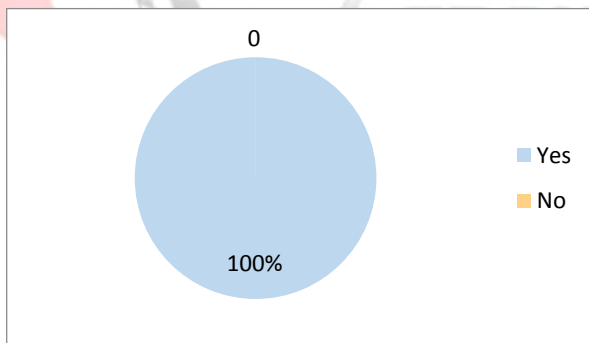


Figure 5: Is there a system or process for sending comments for improving this HRIS application?

6. Are updates or changes made regularly to this HRIS application based on the feedback received?

This question is actually the second phase of previous question. They can send comments for improving their HRIS application. However, it is important to bring

changes based on the comments or requirements they have sent. Otherwise, the HR team cannot be satisfied with the service. The HR team is happy with their service and so all of them have answered positively.

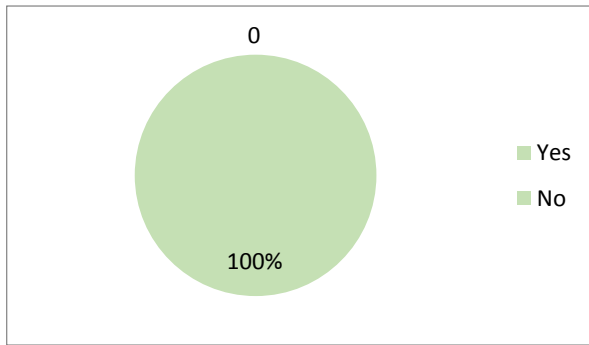


Figure 6: Are updates or changes made regularly to this HRIS application based on the feedback received?

7. How do you access the system?

All of them access the system through networked computer. That means there is a common system for all.

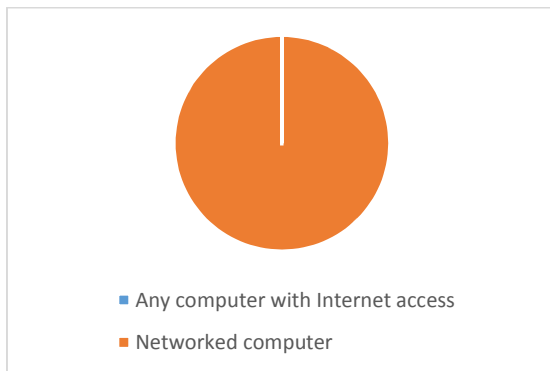


Figure 7: How do you access the system?

8. What features are available for data security?

There are both options in the software which are mentioned in the questionnaire. As both options indicate security issues so it varies from person to person. 65% of the total employees that means maximum of the employees of team HR think that secured user login provide data security and 35% of them think that frequent data backups is a better option.

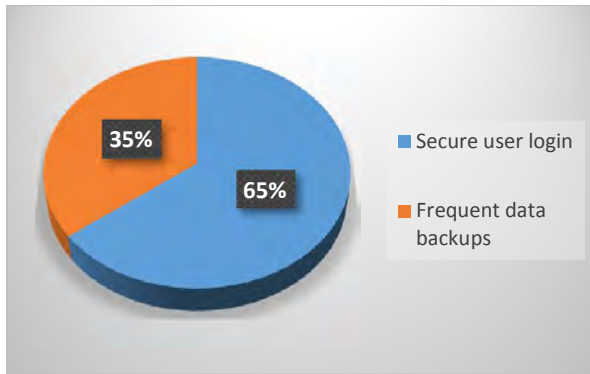


Figure 8: What features are available for data security?

9. Did you receive training on your HRIS and/or policies?

To introduce any new software in the organization, employees need training to learn how to use that software. It helps them functioning the software and they become confident to use it. All of them have received training for their HRIS. However, KORMEE is very user friendly and so after getting proper training, employees can train others.

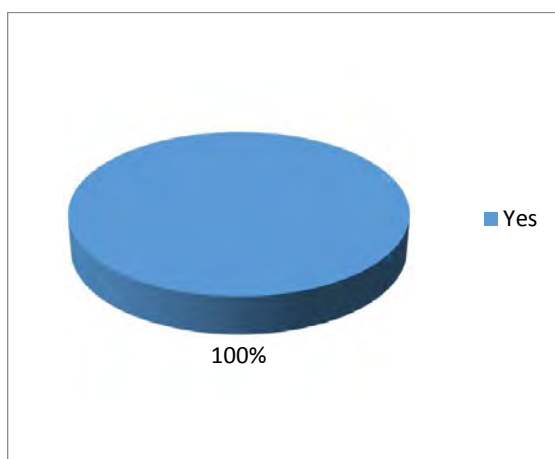


Figure: Did you receive training on your HRIS and/or policies?

10. Is there a manual or handbook on your HRIS and/or policies?

All of them have answered in the positive.

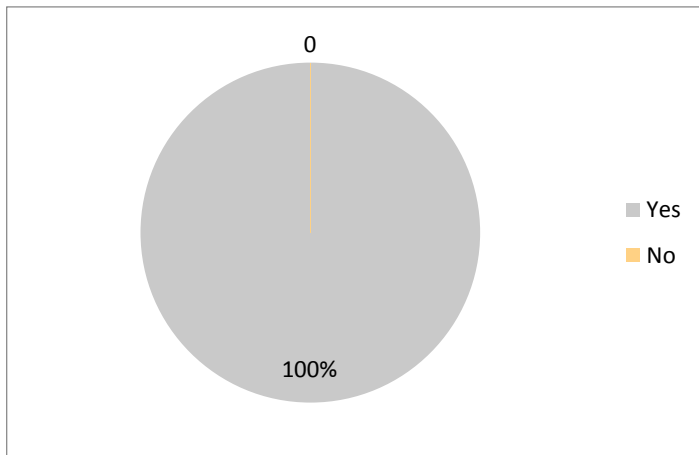


Figure: Is there a manual or handbook on your HRIS and/or policies?

11. Is there a routine review of the HRIS and/or policies for all employees in your department?

All of them have answered in the positive in this question.

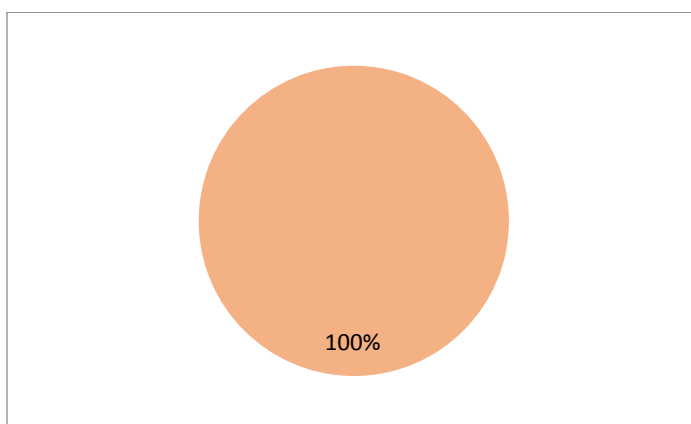


Figure: Is there a routine review of the HRIS and/or policies for all employees in your department?

12. Can you submit feedback and suggest improvements to the HRIS?

The HR team can submit feedback and suggest improvement to the HRIS. It helps the HRIS team to understand what users want and can update their software based on suggestions.

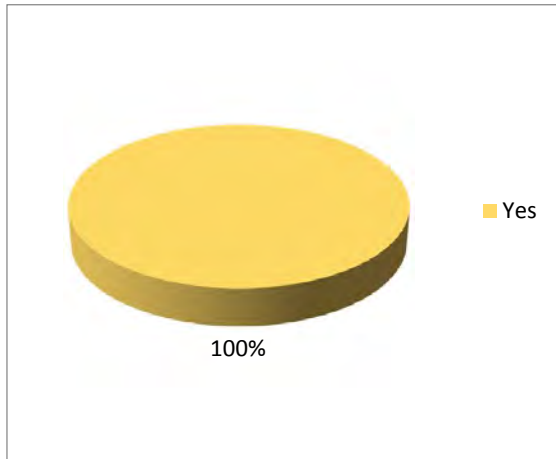


Figure: Can you submit feedback and suggested improvements to the HRIS?

13. Are updates routinely made to the HRIS and policies based on user feedback?

All of them have answered in the positive in this question.

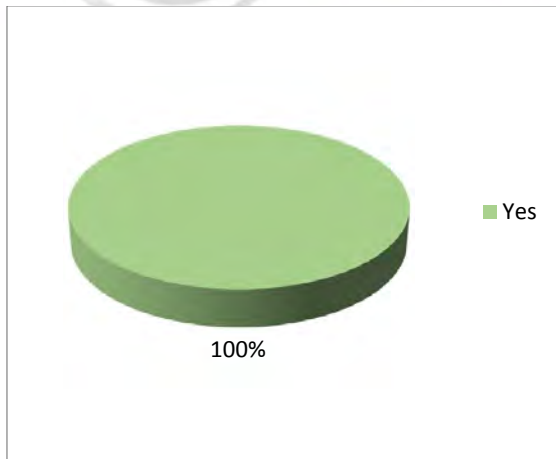


Figure: Are updates routinely made to the HRIS and policies based on user feedback?

14. In your opinion, what are the primary advantages or strengths of your organization's HRIS? Check all options that apply.

There are several options to answer to this question. Every option is marked. That indicates that every individual has own observation and opinion regarding this issue. However, majority (44%) of them have said that the primary advantage or strength of KORMEE is Ease of access data and records. 21% of them have said that it is “Data security” which is the strength of this software. 19% of them feel that Ease of updating records is the strength. 8% of them have marked Data accuracy and other 8% of them have marked Speed of report generation as strength of KORMEE software.

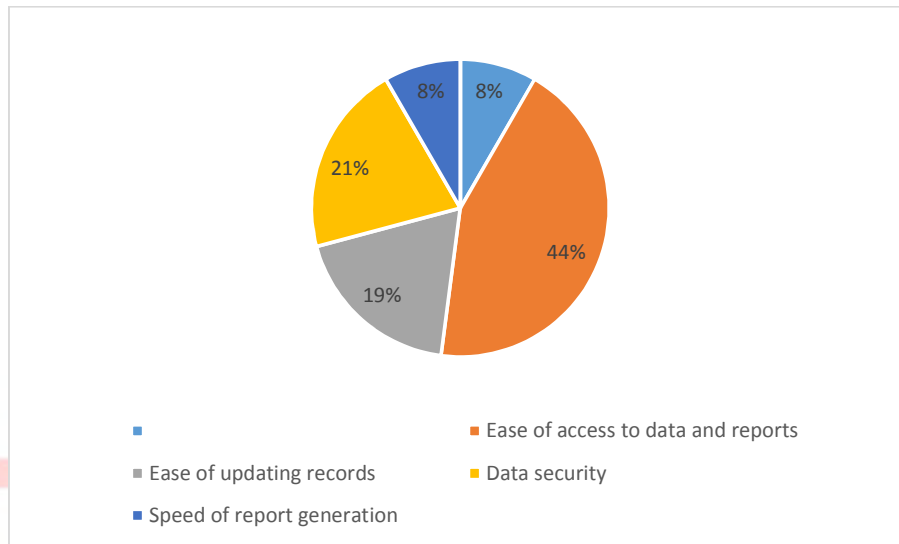


Figure 14: What are the primary advantages or strengths of your organization’s HRIS?

15. What are the primary limitations of your organization’s HRIS? Check all options that apply.

32% of them have said that the primary limitation of the software KORMEE is speed of report generation. 30% of them have said that Ease of updating records is the limitation. 19% of them feel that data security is the limitation. 14% of them have marked Data accuracy and only 5% of them have marked Ease of access to data and reports as limitation of the software.

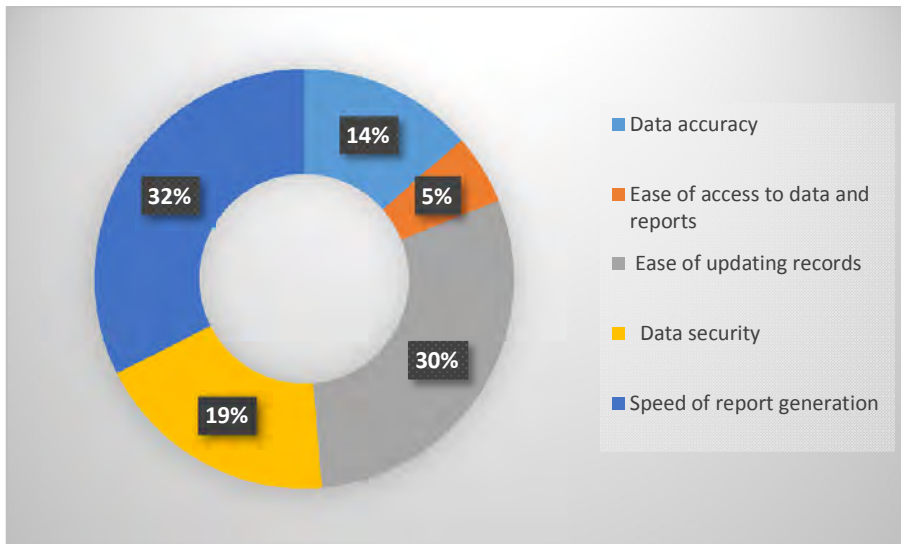


Figure: What are the primary limitations of your organization’s HRIS?

16. How would you rate your satisfactory level for using the software?

47% of them have said that they are satisfied and also 47% of them have said that they are moderately satisfied. However, only 3% of them are very satisfies whereas other 3% of them are dissatisfied. From the analysis we can say that maximum of them are satisfied for this software.

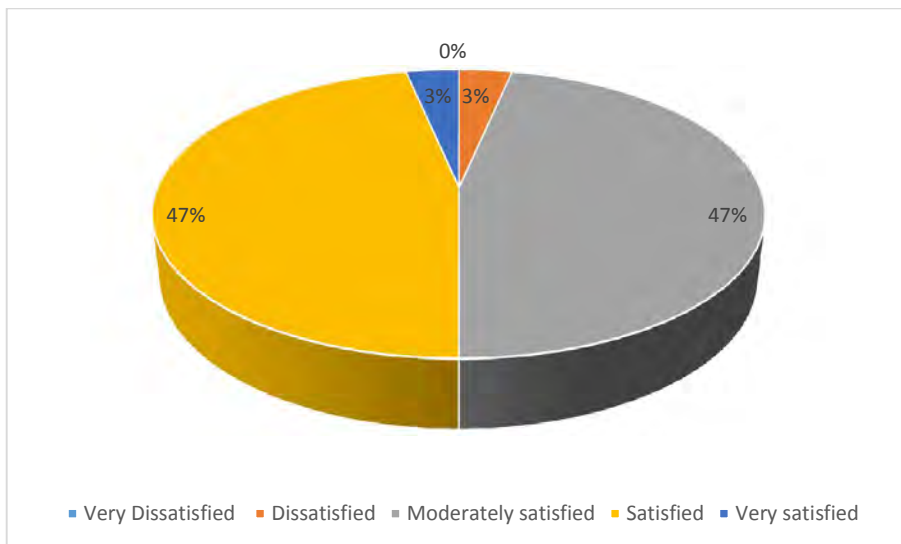


Figure: How would you rate your satisfactory level for using the software?

17. Do you want changes in the software which may help you doing your work faster and better?

53% of them want changes in the software, 27% of them are happy with the current features and 20% of them actually do not want any changes. It indicates that they will welcome better changes in the software.

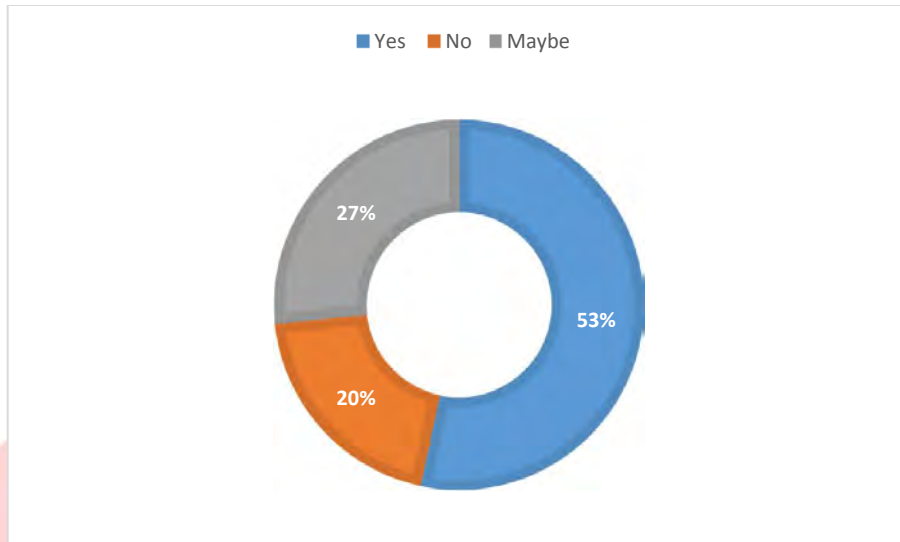


Figure 17: Do you want changes in the software which may help you doing your work faster and better?

Findings of the study:

From the analysis of the answers of the questions, we can come into a conclusion that the employees of HR team of Confidence Group is satisfied for using the HRIS named KORMEE but they also want some changes in the software which are needed to work more effectively.

Limitations:

- HR team do not get the report in excel form from Query Manager
- Facing problem to give input of Challan number, employee' company shift

- ID sync problem in the report
- Leave type and date cannot be included in the software
- Individual salary sheet cannot be provided

Recommendations:

- KORMEE team should customize their software based on the requirements of their customers
- Before providing their service, they should clearly take notes of what customers want from them
- They mainly created this software for garments sector. As their demand is increasing in other sectors, they should bring varieties and changes for different sectors or organizations



Chapter 4: Conclusion



From the day I joined, I have been doing everything I was told. Mainly I worked with the software KORMEE. I got too busy with the operational tasks that I forgot how to think innovatively. The more efficient I became, I was given more tasks for which I was really happy. Every individual day was a challenge for me to meet deadline and cope up with workload and gain organization's satisfaction level.

Sometimes, I even took too much on my plate to handle. Everyone expected from me to do what I had been doing. And I just could not say no. But sometimes the workload was too much to handle. But eventually, I realized that the more I can be positive, the more I can learn and increase my stamina, patience level and gather experience which I need to survive in a corporate world. So, I slowly began to learn how to be proactive every time and face challenges, fight with workload and find myself as more productive. And it seemed to work very well. I wish I had learned it earlier. Then, the first few weeks of my internship would have been much easier.

The moment I walked out of the main office of Confidence Group at the end of my three months internship period, I have become a different person. I loved my job, every suffering, every challenge, every, every single moment of it. The experience I gathered from this internship has helped me to alter my personality in one-way or another. I have learned about new organizational culture, new practices and developed new skills and tactics. This internship was not a smooth journey, rather a roller coaster ride. The bumps and hurdles have prepared me to handle these situations better in the future.

I have been very lucky to join such a dynamic and progressive team. I have learnt from my Line Manager that how to be a leader, not a boss. My supervisor inspired me to get what you want even in the most unfavorable situation. However, my other colleagues provided me with infinite motivation, guidance and support. When I walked into the office on the first day, I was totally unaware of the corporate world, was a bit nervous about this new journey. Luckily, the HR team of Confidence Group welcomed me with open arms. This great team has nurtured me like a child in mother's womb. They taught me so many things without any conditions but with love, patience and motivation. I feel really blessed that I got them as my team members.

If I go back to my first days of my university life, when I first enrolled myself in BRAC University, there was a dream to work for a MNC. Due to my internship, I think I am one step closer to that goal

References

- Group, C. (2014, January 1). *Confidence Group*. Retrieved from Confidence Group: <http://www.confidencegroup.com.bd/>
- Ltd., C. S. (2014, January 1). *Confidence Infrastructure*. Retrieved from Confidence Infrastructure: <http://www.confidencegroup.com.bd/our-buisness-service/confidence-steel/>
- Ltd., D. T. (2014, January 1). *Digicon Telecommunications Ltd*. Retrieved from Digicon Telecommunications Ltd.: <http://www.confidencegroup.com.bd/our-buisness-service/digicon/>
- Group, H. T. (2018). *HR Manual*. Dhaka: Confidence Group.
- Group, C. (2018). *Customer Requirements Specifications*. Dhaka: Confidence Group.



Appendix

Questionnaire

Greetings! Dear respected member of Group HR of Confidence Group, Thank You for consenting to take a part on the survey. As an intern I would like to know how much the HRIS (Kormee) is helping to do your work. It will help me to make my internship report based on my topic. However, this survey also has a purpose to find out the satisfaction level of employees who are using the software Kormee. It will take only 5 minutes to fill up the form. Be guaranteed that all the answers of yours will be kept confidential.

1. For how long you are using this software (Kormee)?

- 1 month - 6 months
- 6 months - 1 year
- 1 year - 2 years

2. What type(s) of data does your HRIS collect? Check all options that apply.

- Disease statistics
- Facility
- Human Resources
- In-service training
- Patient records
- Payroll

3. Does this system meet your current needs?

- Yes
- No

4. Do you have a technical support person/team for this HRIS application?

- Yes
- No

5. Is there a system or process for sending comments for improving this HRIS application?

- Yes
- No

6. Are updates or changes made regularly to this HRIS application based on the feedback received?

- Yes
- No

7. How do you access the system? Check all options that apply.

- Any Computer Internet access
- Networked computer

8. What features are available for data security?

- Secure user login
- Frequent data backups

9. Did you receive training on your HRIS and/or policies?

- Yes
- No

10. Is there a manual or handbook on your HRIS and/or policies?

- Yes
- No

11. Is there a routine review of the HRIS and/or policies for all employees in your department?

- Yes
- No

12. Can you submit feedback and suggested improvements to the HRIS?

- Yes
- No

13. Are updates routinely made to the HRIS and policies based on user feedback?

- Yes
- No

14. In your opinion, what are the primary advantages or strengths of your organization's HRIS? Check all options that apply.

- Data accuracy
- Ease of access to data and reports
- Ease of updating records
- Data security
- Speed of report generation

15. What are the primary limitations of your organization's HRIS? Check all options that apply.

- Data accuracy
- Ease of access to data and reports
- Ease of updating records
- Data security
- Speed of report generation

