

Report on

Formulating HRIS Features and Modules following the Needs of

NEXT Ventures' Human Resource Management Department

By

MD. Tahmid Rahman

ID: 19204067

An internship report submitted to the Brac Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

BRAC Business School

Brac University

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Declaration

It is hereby declared that

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

Student's Full Name & Signature:

MD. Tahmid Rahman

ID: 19204067

Supervisor's Full Name & Signature:

Ms. Tanzin Khan

Sr. Lecturer

BRAC Business School

BRAC University

Letter of Transmittal

Tanzin Khan

Sr. Lecturer

Brac Business School

Brac University

66 Mohakhali, Dhaka – 1212

Subject: Submission of Internship Report on Formulating HRIS Features and Modules following the Needs of NEXT Ventures' Human Resource Management Department

Dear mam,

I am writing to submit my report for my internship at NEXT Venture, where I had the opportunity to work for 3 months in a fast-growing fintech company, which provided me an experience in a challenging and dynamic environment.

The focus of my internship was to identify appropriate HRIS features and modules that align with the needs of NEXT Venture's HR department. Through my research and analysis, I gained a deep understanding of the current HR processes and systems in place at NEXT Venture, as well as identified areas for improvement and potential solutions.

I would like to thank NEXT Venture for providing me with this valuable opportunity and for the support and guidance provided by my supervisor throughout the internship. I am confident that the findings and recommendations presented in this report will contribute to the continued success and growth of NEXT Venture's HR department.

Sincerely yours,

MD. Tahmid Rahman

ID: 19204067

BRAC Business School

BRAC University

Non-Disclosure Agreement

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between NEXT Ventures and the undersigned student at BRAC University

Acknowledgment

First and foremost, I would like to thank my almighty Allah for giving me the opportunity to undertake this internship and for providing me with the strength and guidance to complete it.

Secondly, I would like to express my sincere gratitude to my academic supervisor, Ms. Tanzin Khan, for her unwavering support and guidance throughout the duration of my internship. Her insights, knowledge, and experience were invaluable in shaping my understanding of the field and provided me with a solid foundation for my report. I am also deeply grateful to my field supervisor, Mr. Nazbir Nail, Assistant Vice President of NEXT Ventures, for sharing his industry knowledge and expertise with me. His guidance and support were essential in helping me to develop a deep understanding of the inner workings of the organization, and for that, I am genuinely grateful.

I would also like to extend my heartfelt thanks to all of my colleagues and seniors at NEXT Ventures who shared their knowledge and expertise with me. Their support and encouragement were instrumental in helping me to complete this report.

Finally, I would like to take this opportunity to express my deep gratitude and appreciation to all those who helped me during this internship report with their valuable time, knowledge, and experience. Their contributions have been invaluable in helping me to produce a report that is of the highest quality.

Once again, I would like to express my gratitude to all of them who have contributed to my successful internship and report.

Sincerely yours,

MD. Tahmid Rahman

ID: 19204067

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Executive Summary

"Human Resource Information Systems (HRIS) are gaining importance for companies of all sizes and in all sectors, including the financial technology (fintech) sector. The HR department plays a vital role in the success of any firm, and having the appropriate HRIS features and models in place may significantly boost efficiency and effectiveness.

In recent years, the fintech industry in Bangladesh has expanded fast, with a concentration on mobile banking and digital payments. According to a study by the Bangladesh Bank, the number of mobile financial services (MFS) users in the nation increased by 27 percent in 2019 to reach 53.4 million. This rise is attributable to the rising adoption of mobile phones and internet connectivity in Bangladesh and government programs designed to promote digital financial inclusion. (Bangladesh Bank, n.d.).

The expansion of fintech in Bangladesh has substantially influenced the economy and financial inclusion of the nation. Mobile banking and digital payments have facilitated access to financial services in rural and remote locations and helped to expand e-commerce and other digital services. In addition, the Bangladesh Bank has remarked that the usage of MFS has reduced the country's reliance on cash, hence improving financial stability and decreasing the danger of money laundering. (Bangladesh Bank, n.d.).

NEXT Ventures, a digital fintech company, is no exception to this trend. The company recognizes the importance of a strong HRIS and has worked to develop features and models that meet the specific needs of its HR department. One aspect of NEXT Ventures' HRIS is the integration of self-service portals for employees. This allows staff to access and update their own information, such as personal contact details and benefits enrollment, which helps to reduce the workload of the HR department. In addition to these features, NEXT Ventures has also focused on developing models such as leave management, attendance tracking system, employee exit management, payroll, and training and development management, and so on, which fulfill the requirements of the HR department that increases the productivity and efficiency of the whole organization.

NEXT Ventures has demonstrated a commitment to developing a comprehensive and effective HRIS that meets the needs of its HR department. By implementing key features such as a

centralized database, performance management system, and self-service portals, as well as utilizing data analytics to make informed decisions, the company is well-positioned for success in the competitive fintech industry."

In conclusion, the report has focused on the importance of formulating HRIS features and modules that meet the specific needs of the HR department at NEXT Ventures. Through an analysis of the company's current HR processes and needs, the report has identified several critical areas for improvement in the HRIS. Overall, by implementing these recommended HRIS features and modules, NEXT Ventures can greatly improve the efficiency and effectiveness of its HR department. This, in turn, will benefit the company as a whole, positioning it for success in the competitive fintech industry.

Keywords: HRIS; Fintech; HR Department; Efficiency; HRIS Features.

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List of Acronyms

HRM	Human Resources Management
HRIS	Human Resources Information System
PAICC	Paris Agreement Implementation and Compliance Committee
PMS	Performance Management System
EDP	Employee Development Plan
SUS	System Usability Scale
BSC	Balanced Scorecard
KPI	Key Performance Indicators
OKR	Objective Key Results

1 Chapter 1

Overview of Internship

1.1 Student Information

Student Name: MD. Tahmid Rahman

Student ID: 19204067

Program: BBA

Majors: HRM and MIS

1.2 Introduction

This internship report documents my experience as an HR Intern at NEXT Ventures. In this chapter, I will discuss my internship, including the tasks I was assigned, the results I achieved, and the challenges I encountered. During my stay, I was responsible for doing operational HR tasks, assisting with recruiting and selection, maintaining employee personal files, running HRIS and ensuring data accuracy, and supporting my supervisor with the performance management system (PMS).

One of the main learnings from this internship was gaining a deeper understanding of the HR functions and operations within a company. This included tasks such as managing employee records, assisting in recruitment and selection processes, and learning about the performance management system. Furthermore, I was able to build knowledge about the operation of HR activities such as employee engagement, exit management, and scheduling interviews.

During their internship, employees were immersed in a community of people who were all eager to learn from one another. My supervisor was always willing to share his knowledge and experience with me, and I was able to learn a lot from him. Additionally, I had the opportunity to interact with other colleagues in the HR department and learn from their experiences as well.

In terms of contributions to the company, specifically, I was able to help the organization by pointing out flaws in the HR department's current HRIS platform. Besides, I was able to tailor the HRIS's features and modules to the requirements of NEXT Venture's HR department, which ultimately will boost the effectiveness of those functions later.

In conclusion, this internship provided me with valuable practical experience in the field of human resources, and I am grateful for the opportunity to have been a part of the NEXT Ventures team. I believe that my contributions to the company have been beneficial, and I look forward to applying the knowledge and skills I have gained in future HR roles.

1.3 Internship Information

1.3.1 Period, Company Name, Department/Division, Address

Period: 3 months

Company Name: NEXT Ventures

Department: People & Culture (human resources department)

Address: 7th Floor, Green Orlando, 42/4/KA O Pragati Sarani, Baridhara, Dhaka 1229

1.3.2 Internship Company Supervisor's Information

Supervisor Name: Nazbir Nabil

Position: Assistant Vice President, Head of Operations

1.4 Job Scope – Job Description/Duties/Responsibilities

In my job, my duties included but were not limited to the following.

- Perform daily operational HR responsibilities.
- Assist in the recruitment and selection process.
- Maintain employee personal files.
- Assist my supervisor with the performance management system (PMS)
- Manage the HRIS and maintain employee data accuracy.
- Be prepared to do the HR tasks that my supervisor may request to me.

1.5 Internship Outcomes

1.5.1 Contribution to the company

During my internship at NEXT Ventures, I made significant contributions to the HR operations by taking various initiatives that helped improve the overall functioning of the department. Firstly, I conceptualized and executed an employee engagement program that aimed at fostering a sense of community and improving the morale of the employees. This program included activities such as team-building exercises, knowledge-sharing sessions, and fun events (indoor football games) that allowed employees to connect with each other and feel valued. Secondly, I spearheaded awareness programs on topics such as washroom etiquette and employee rights (leave). These programs not only helped to create a safer and more inclusive work environment but also ensured that employees were informed of their rights and responsibilities.

In addition to these initiatives, I also played a key role in automating several HR processes, such as leave management, attendance tracking, and probation tracking. This automation not only improved the efficiency and accuracy of these processes but also freed up HR personnel to focus on more strategic tasks. Additionally, I helped formulate a standardized recruitment process that included a clear job description, a structured interview process, and consistent evaluation criteria. This process not only ensured that the company hired the best talent but also made the recruitment process more transparent and fair for all applicants.

Aside from these specific initiatives, I also contributed to the daily HR operations by providing support in tasks such as onboarding new hires, generating monthly payrolls, scheduling interviews, and updating HR databases. My ability to quickly learn and adapt to new tasks, combined with my attention to detail, allowed me to effectively support the HR team in these tasks.

Overall, my internship at NEXT Ventures allowed me to gain valuable hands-on experience in HR operations and also allowed me to make a tangible impact on the company. My contributions helped to improve the HR function and create a better work environment for employees. I am proud of the work that I accomplished during my time at NEXT Ventures and believe that the skills and knowledge I gained will serve me well in my future HR endeavors.

My specific contributions to the company are listed below, but they are not limited to:

Contributions	Remarks	Initiatives
Creation of Job-Confirmation reminder on Google Calendar	Automated the process to get the reminder prior to the job confirmation date	Took an initiative to implement this.
Creation of probation tracker	Automated the process to get the data on probation duration, probation status, and remaining time of probation of individuals	Took an initiative to implement this
Creation of a detailed leave sheet with all necessary excel formula	Automated the sheet to get the leave balances of individuals	Took an initiative to implement this
Automation of attendance sheet	Automated the attendance sheet to obtain the attendance status of individuals on a weekly and monthly basis	Took an initiative to implement this
Error detection in the existing HRIS platform	Compared the data with different API-integrated platforms with the HRIS	Took an initiative to implement this
Creation of monthly leave and attendance tracker	Automated the process to track down the data of individuals	Took an initiative to implement this
Designed the washroom etiquette	Contributed to the awareness programs	Took an initiative to implement this
Formulation of a standardized recruitment process	Designed the recruitment process step by step for each stage	Took an initiative to implement this
Creation of an inventory management system	Automated the process	Took an initiative to implement this

Creation of master-database sheet	Developed the master database, which contains every individual's personal data.	Took an initiative to implement this
CV sorting for client experience and marketing department	-	-
Interview scheduling for every position	-	-
Participation in screening exam invigilation	-	-
Company overview presentation to candidates	-	-
Employee-engagement programs	-	-
Creation of appointment letter, offer letter, and job-confirmation letter	-	-
Participation in the onboarding of employees	-	-
Generation of monthly payrolls	-	-

1.5.2 Benefits to me

My internship at NEXT Ventures was a truly enriching experience that provided me with numerous benefits. Firstly, I gained a comprehensive understanding of HR functions, especially HR operations, through hands-on experience in tasks such as onboarding processes, exit management, and the development and execution of company culture. I learned about the various steps involved in these processes and how to execute them effectively. Additionally, I became familiar with different HR policies and procedures from the Bangladesh Labor Law, such as different kinds of leave policies (sick, annual, casual, maternity, paternity), which is crucial knowledge for anyone working in the HR field.

One of the most valuable aspects of my internship was the opportunity to work with a diverse and talented team. Through team-building activities, I learned the importance of collaboration and effective communication in achieving a common goal. I also had the opportunity to interact with HR professionals from different departments and learn about their roles and responsibilities. This exposure to a wide range of HR functions gave me a well-rounded understanding of the field.

In addition to HR, I also gained a deeper understanding of the fintech industry, including aspects such as trading, trend analysis, the use of MT4 & MT5, and forex. This exposure to the financial technology sector was particularly valuable as it is a rapidly growing and dynamic field. I learned about the various tools and technologies used in the industry and how they are changing the traditional financial landscape.

Overall, my internship at NEXT Ventures was a great learning opportunity that provided me with a wealth of knowledge and experience in HR and fintech. The skills and knowledge I gained during my time at NEXT Ventures will be invaluable in my future HR career, and I am grateful for the opportunity to have been part of such a dynamic and forward-thinking company.

1.5.3 Problems/ Difficulties

During my internship at NEXT Ventures, I faced several challenges that impacted my experience and overall performance. One of the major difficulties was a change in supervisors as my previous supervisor resigned. This resulted in a shift in management style (leadership style), work expectations, and communication dynamics, making it challenging to adjust to the new environment. In addition, I received insufficient feedback from my new supervisor, which made it difficult to gauge my performance and receive guidance on areas for improvement. The work pressure was also high, and I was responsible for managing the attendance system, which was often broken, adding to my workload. Balancing my responsibilities at the internship with my other commitments outside of work was also a challenge. Furthermore, time management became an issue, as I struggled to complete my tasks efficiently and effectively. In addition to that, communication with my colleagues was also a challenge, as I struggled to establish a productive working relationship with them. There were often misunderstandings regarding tasks and expectations, making it difficult for me to complete my work effectively. Overall, these challenges

made my internship experience at NEXT Ventures a test of my resilience and ability to overcome obstacles in a professional setting.

1.5.4 Recommendations

The following internship recommendations come to mind for the company's future internship opportunities:

1. Establish clear communication channels between supervisors and interns.
2. Provide regular and constructive feedback to interns.
3. Foster a supportive and collaborative work environment.
4. Provide adequate training and resources to interns.
5. Offer opportunities for skill development and professional growth.
6. Encourage work-life balance for interns.
7. Regularly evaluate and update the internship program to meet the needs of both interns and the organization.
8. Encourage open communication and feedback between interns and the organization.
9. Provide opportunities for intern input and suggestions for improvement.
10. Create a positive and inclusive work culture for all interns.

2 Chapter 2

Organization Part

2.1 Introduction

In this chapter, a comprehensive overview of the firm NEXT Ventures will be presented, beginning with the mission and vision statements. After that, the value statement and core values are addressed, with a concise explanation of each value. In addition, the mission and vision statement's guiding concepts have been broken down and shown in the principles. Moreover, I have covered the company's code of ethics and professional behavior. I have also detailed NEXT Ventures' environmental scanning, which comprised both an external and an internal examination. Lastly, I have addressed the company's SWOT analysis, customer value proposition, and strategic themes.

2.2 Overview of NEXT Ventures

"NEXT Ventures" is a digital business group based in Bangladesh with five worldwide registered offices, including the United States, the United Arab Emirates, and the United Kingdom. Its mission is to create groundbreaking products and innovative services for people all around the world. 20,000+ customers in 100+ countries are already being served by NEXT Ventures' extensive catalog of goods and services.

NEXT Ventures began its adventure in January 2016 from a single rooftop room with two team members under the name Jared Corp. and now employs a team of 150+ employees throughout their five worldwide locations, as well as a huge number of virtual team members, with many successful ventures under its belt. By changing its name to "NEXT Ventures," it wants to scale up and broaden its reach to new heights. After seeing the NEXT team's efforts, even the honorable ICT minister Junayed Ahmed Polok proposed his own office space. In addition, the planning minister, M A Mannan MP Sir, also visited our Hi-Tech Park to experience NEXT's activities. Since then, the firm has grown from a small office space to a 21,000 sq ft location in Bangladesh. NEXT Ventures has reached the next phase of company development due to this intensive rebranding effort. The firm intends to develop a number of experiences and services to address the

different challenges that retail traders confront on a daily basis. The purpose of NEXT Ventures is to be a significant impact and authoritative organization in the retail trading business.

NEXT thinks that cooperation is the key to success. It immerses itself in dialogue and records the thoughts. It engages in debates and generates innovative solutions to complicated situations. There are no cubicles or glass to shield its employees from stress. The work atmosphere at NEXT Ventures is enjoyable, and the company appreciates its people above anything else. The management is constantly concerned with the employees' job satisfaction and work-life balance, and each of the factors is regularly monitored. The following are the advantages of becoming a NEXT member:

- Bi-Annual Salary Increment
- Bi-Annual Profit Share
- 2 Times Yearly Festive Bonus

Offices of NEXT Ventures

1. Dhaka (Operations HQ)

The Pearl Trade Center, 6th & 8th Floor,
Cha-90/3 Pragati Sarani, North Badda, Dhaka 1212.

2. Dhaka Office-2

10th Floor, Janata Tower, Software Technology Park,
49 Kawran Bazar Road, Dhaka 1215.

3. UAE (Global HQ)

Office no. 7, AI Robotics HUB, C1 Building,
AFZ, Ajman, United Arab Emirates

4. US (Registered Office)

2055 Limestone Rd STE 200-C WILMINGTON,

DE 19808, United States of America

Logo of NEXT Ventures



Figure 1: Logo (1) of NEXT Ventures



Figure 2: Logo (2) of NEXT Ventures

Technical Partners of NEXT Ventures

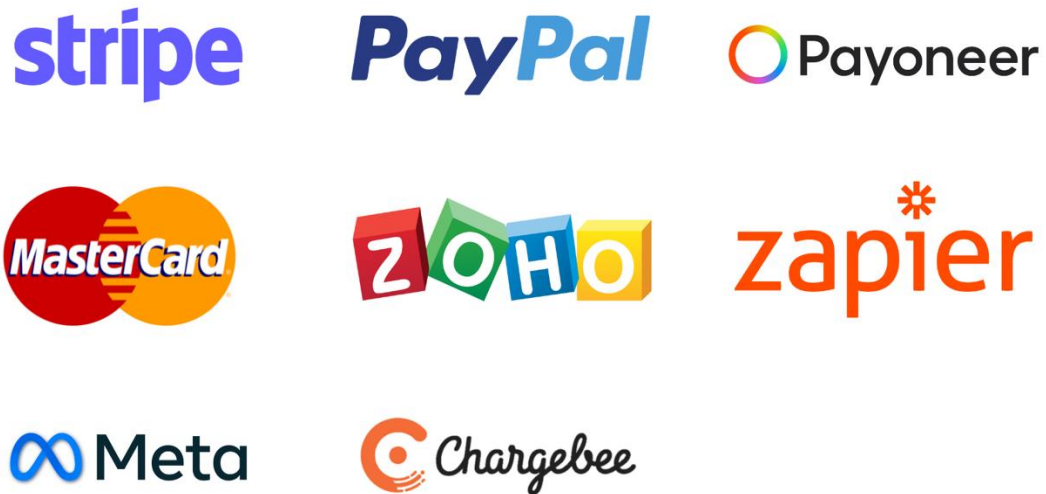


Figure 3: Technical Partners of NEXT Ventures

2.3 Company Analysis

2.3.1 Mission Statement

To build remarkable experiences and futuristic solutions through world-class expertise that empowers financial market participants globally.

2.3.2 Vision Statement

We push boundaries and set benchmarks to be the absolute best in creating value for our customers, people, and stakeholders.

2.3.3 Value Statement

Values represent the core beliefs and are central to the achievement of the mission and vision. NEXT's value statements comprise the core values and the guiding principles.

2.3.4 Core Values

Values represent the core beliefs and are central to the achievement of the mission and vision:

- **Build on strength:** The company will leverage on its strengths – the things that it does well.
- **Move Fast and Break Things:** Time is of the essence. Whether it's a product, a service, a task, a deadline, or a responsibility - just move fast, and get it done ASAP. Speed in getting things done is essential.
- **Chase and Demand Excellence:** NEXT believes that every task, every part of the business, should be performed in a superior manner and to the best of the ability. Nothing should be left to chance in the company's pursuit of excellence.
- **Have Integrity:** Integrity is the quality of being honest and having strong moral principles; the state of being whole and undivided when it comes to making a tough moral or ethical choice.
- **Work Hard, Deliver Results:** Hard work betrays none. "Winners embrace hard work. They love the discipline of it, the trade-off they're making to win. Losers, on the other hand, see it as punishment. And that's the difference." - Lou Holtz.

- **Invent and Simplify:** Thrive for efficiency, create processes, SOPs, guidelines, and tutorials for others to follow, and pass on filtered knowledge.
- **Take Ownership:** If you have an idea, take it forward, communicate, and implement; if you identified a problem, take the initiative and propose a solution; if you have to make a decision, be bold, and trust your gut.
- **Be a Team Player:** Have the goals and visions of the team in mind. Everything you do or will do is for the team.

2.3.5 Code of Ethics & Professional Conduct

Code of ethics & professional conduct is the set of moral and ethical principles that the members of NEXT Ventures need to follow and form the foundation of company culture. Employees are expected to maintain and uphold the code of ethics, guiding their workplace behavior and conduct. The NEXT Ventures code of ethics and professional conduct are enumerated below:

- Practice open & honest communication.
- Respect and uphold laws, rules, and regulations.
- Set clear goals and clarify expectations.
- Take responsibility for your actions.
- Avoid conflicts of interest.
- Be patient and courteous.
- Respect diversity.
- Be considerate.
- Choose your words carefully.
- Build trust and credibility.

2.3.6 Departments, Sections, and Sub-sections of NEXT Ventures

Table 1: Departments of NEXT Ventures

Department	Section	Sub-section
Marketing (Mktg)	Google Advertisements	
	Facebook Advertisements	
	Search Engine Optimization	
	Creative	
	Branding & Community	
	Content	
People and Culture (PC)	Human Capital Development	
	Workplace Experience	
Client Experience (CEX)	Database Management	
	General Support	
	Quality Assurance	

Trading & Community Mgt. (TCM)	Trading		
	Community Management		
Business Development (BD)	Business Analysis		
	Research & Development		
	Project Management		
Technology (Tech)	Development	Front-end Development	
		Back-end Development	
		Applications Development	
		Quality Assurance	
		Product Management	
	System Admin	Research & Development	
		Database Management	
		Systems & Security	
	Finance & Accounts (FA)	Finance & Treasury	

	Accounts	
Global Banking (GB)	Digital Payment	
	Finance International & Confidentiality	

2.3.7 Organizational Structure of NEXT Ventures

The grade-by-grade structure is shown below in the list view:

Table 2: Organization Structure of NEXT Venture by Job-grade

Job Position/ Rank	Job Grade
Group CEO/ President/ Chairman/ Owner Director	C10
Senior Vice President	C9
Vice President	C8
Assistant Vice President	C7
Director	C6
Associate Director	C5
Manager	C4

Assistant Manager	C3
Senior Executive	C2
Executive	C1
Intern/ Trainee/ Others	
Office Staff (1)	OS1
Office Staff (2)	OS2
Office Staff (3)	OS3
Office Staff (4)	OS4
Non-management Staff (NMS)	

2.3.8 Management Team of NEXT Ventures



Syed Abdullah Jayed
Chief Executive Officer



Syed Abdullah Galib
Chief Strategic Officer



Nazbir Nabil
Assistant Vice President,
Head of Operations



Khosrul Alam
Director, Finance Accounts



Sheikh Syed Ahmed
Director, Global Banking

Figure 4: Management of NEXT Ventures

2.3.9 SWOT Analysis of NEXT Ventures

The SWOT is the first building block of strategic management at NEXT Ventures. The purpose of SWOT is not limited to identifying the strengths, weaknesses, opportunities, and threats. The company's business strategy focuses on maximizing its strengths, mitigating weaknesses, leveraging opportunities, and avoiding threats. The SWOT of NEXT Ventures is shown below:

	Enablers	Challenges
	Strengths	Weaknesses
Internal	<ol style="list-style-type: none"> 1. Visionary and transformational leadership 2. Appetite for change 3. Agility/ ability to transform/ change 4. Tech industry reputation, networks, and connection 5. High entry barrier and first mover advantage 6. Culture – empowerment, autonomy, innovation, fun 	<ol style="list-style-type: none"> 1. Lack of training & development efforts 2. Automation (HRIS) 3. Work-life focus 4. Digital payment 5. Data/ cyber security 6. Employer branding 7. Process management – continuous improvement
	Opportunities	Threats
External	<ol style="list-style-type: none"> 1. Government support and incentives 2. Growth (organic & inorganic) of existing products/ services and diversification into related fintech businesses 3. Thought leadership status 4. Influencer program 5. Integration of continuous improvement, lean, process management frameworks/ methodologies/ tools 6. Low competitive rivalry 	<ol style="list-style-type: none"> 1. Impact of negative reviews across all products/ services 2. Digital payment intricacies 3. Availability of trained/ experienced candidates for recruitment (especially TCM) 4. Channel hacking/ website attacks/ cyber threat 5. Dispute charge backs and merchant accounts 6. Customer confidentiality 7. Turbulent financial turmoil/ black swan events (e.g., Covid)

Figure 5: SWOT of NEXT Ventures

2.4 Summary and Conclusions

In sum, this chapter has provided a comprehensive overview of NEXT Ventures, including its mission, vision, value statement, and core values. The mission statement highlights the company's commitment to building remarkable experiences and futuristic solutions for its customers. The vision statement lays out the company's long-term aspirations, while the value statement emphasizes the company's commitment to ethical business practices.

The company's core values of integrity, innovation, and delivering results serve as the guiding principles that inform all decision-making processes. The code of conduct sets the standard for ethical behavior, while the SWOT analysis provides a thorough evaluation of the company's strengths, weaknesses, opportunities, and threats. The industry analysis provides a snapshot of the market in which the company operates, highlighting trends and competitors. This information is critical in helping the company to identify areas for improvement and to develop its strategic objective.

In conclusion, the report provides a comprehensive overview of NEXT Ventures, highlighting its strengths and opportunities for growth. The company's focus on delivering high-quality products and services, coupled with its commitment to ethical business practices, make it well-positioned for success in the future.

3 Chapter 3

Formulating HRIS Features and Modules following the Needs of NEXT Ventures' Human Resource Management Department

3.1 Introduction

HRIS is one of the integral parts of the human resources department. Software like ADP, Paycor, Workday, Zoho People, etc., are just a few examples of the many options available to businesses for effectively managing HR processes. Despite handling the majority of the HR functions, these prebuilt software are not flawless and may not fulfill the exact requirements of every company's HR department. Most premade software is designed to perform a specific goal or set of functions. Attempting to force the software into an unplanned function will likely result in poor performance. The unavailability of an API (Application Programming Interface) is a major drawback of most ready-made applications. To put it simply, an API is a framework through which applications can interact with one another. Having one allows you to synchronize information across applications that might otherwise be inaccessible to each other. This is a severe problem in more prominent organizations with several databases and programs all operating in parallel, and it may lead to severe malfunctions and even the loss of essential information. In order to obtain suitable HRIS software, businesses must tailor the preexisting modules to the requirements of the human resources department.

HRIS is software designed to help businesses meet core HR needs and improve the productivity of both managers and employees. This is mainly possible because of automation and synchronized data, which may reduce costly redundancies and provide a trusted source of decision-making, respectively. HRIS stands for Human Resources Information System. In addition to improved workforce productivity, employers may find that HRIS helps them make data-driven decisions, enhance user experiences, reduce time-intensive labor, accommodate business growth, maintain compliance, etc. HRIS software offers personalized HR tools and scalable solutions to help

businesses tackle challenges as they grow. Some of the standard HRIS features include recruitment and onboarding, payroll, time, attendance and scheduling, benefits administration, compliance, reports and analytics, and integrations.

3.2 Problem Statement

NEXT Ventures is experiencing difficulties with its existing HRIS application, such as a lack of API integration with its established time and attendance control devices and the incapability of certain features, such as payroll management, performance management, LMS, and recruitment & selection, to function properly, since the application is prebuilt and not personalized to the company's HR requirements.

The organization currently manages its everyday HR activities using Zoho People, a popular and sophisticated HRIS application. However, even after being integrated with fingerprint scanner devices with the assistance of the company's Technology department, it is unable to reliably extract data from current attendance and time control devices. As a result, the application frequently provides false data, such as inaccurate employee entrance and departure data, as well as reports of absence while being present for the day, resulting in inconsistent attendance and payroll records. In addition, employees have also reported issues with Zoho People's leave calculations showing inaccurate data, barring them from requesting for certain forms of leave (annual leave, casual leave, sick leave, and bereavement leave) and forcing HR staff to resort to manual procedures. Furthermore, key features that are required to operate HR functions, such as computing tax based on salaries, computing monthly stipends based on attendance records, managing talent acquisition from sorting CVs to generating appointment letters, maintaining training & development sessions, measuring HR metrics, and so on, are either not functioning correctly or giving inaccurate data. All of the aforementioned concerns result in lower productivity, resource misallocation, and insufficiency as a consequence of manually resolving data errors.

One of the reasons for leveraging HRIS software is to easily automate HR activities, saving time and resources that can be employed in other areas to produce additional valuable outcomes. However, to reap the full advantages of an HRIS software, HR members of the company must first identify where the present application falls short and what it requires to run the HR core operations so that the company may explore for other options that can be tailored to meet all of its HR needs.

3.3 Research Objectives

The fundamental objective of this qualitative study is to demonstrate how NEXT Ventures' HR department can best determine what kind of HRIS software they need in order to run efficiently, and the specific objectives of this study are:

1. To outline the effectiveness of HRIS on HR functions of NEXT Ventures.
2. To inspect the current problems that are being posed by the use of the existing HRIS application.
3. To analyze the HRIS features and needful modules that are going to meet all the HR department's needs.

3.4 Research Questions

1. What is the effectiveness of HRIS on HR functions of NEXT Ventures?
2. How does the HR department's current HRIS application cause problems, and what are those problems?
3. What are the HRIS requirements and modules, and to what extent will these requirements fulfill the HR department's needs?

3.5 Significance of the Study

HRIS helps HR personnel to maintain their daily operations smoothly and efficiently. It also automates the processes, which saves a lot of time and resources. However, to reap the full advantages of an HRIS application, it is necessary to understand what features are required in the modules, and for this, it is essential to understand the daily tasks that the HR team does on a regular, which need to be automated for greater output.

Therefore, this research study is crucial since it will help us identify the essential features and modules for handling everyday HR operations when building up a customized HRIS application. We can learn about the current challenges of using the existing HRIS application and the in-depth HR operations of NEXT Ventures by understanding the thought process behind the decision-making. The findings from this study may help the HR department, management, and other interested parties to choose which features and modules are necessary to meet their needs.

3.6 Literature Review

3.6.1 Introduction of HRIS

Human Resources Information Systems (HRIS) are computer-based systems designed to manage and automate various HR tasks, including tracking and managing employee data, recruitment and hiring processes, and benefits administration (Agarwal, 2018). These systems are widely used in organizations worldwide, and their adoption is seen as a crucial step towards the modernization and optimization of HR processes (Gueutal and Lee, 2015). Human Resource Information Systems-A Review by Nishad Nawaz gives an explanation of Human Resource Information Systems (HRIS) have contributed significantly to an organization's performance. Human resources (HR) specialists get a wealth of information from HRIS in order to become strategic partners with top management and anticipate the organization's future requirements. The HRIS leads HR operations to be used more efficiently and gives improved information for decision-making. HR managers' work responsibilities and expectations have evolved over the last decade, as operational and strategic challenges have increased. HRIS is often seen as an informational service supplied to an organization. However, as the usage of these systems grows more prevalent, it is anticipated that more advanced kinds of HRIS will emerge. Human Resource Information System is a method for systematically keeping personnel data and information to facilitate planning, decision-making, and the submission of returns and reports to external bodies. Providing a complete information picture as a single, all-encompassing database; allows businesses to offer a structural connection between units and activities and accelerate information transactions. Human Resource Information Systems have recently made great strides in picking the appropriate individual for the right job at the right time. If this approach is executed consistently, it will assure the growth of individual competency and provide the business with a competitive edge. (Nawaz, 2013).

3.6.2 Types of HRIS

A human resource information system (HRIS) may be broken down into four major categories based on its functionality: operational, tactical, strategic, and comprehensive.

Operational HRIS

The focus of an effective HRIS is on information generated inside the company. It gives you all you need to know to make educated HR choices and provide for your staff. For example, diversity and inclusion may be fostered by analyzing staff demographic information.

Tactical HRIS

Information on recruiting, job design, job analysis, training, development, employee recognition, and other HR activities may be gleaned from the data stored in a tactical HRIS, which can then be used to inform budgetary and other allocation choices.

Strategic HRIS

A well-designed HRIS aids a company in achieving its long-term objectives and expanding into new areas. The precise and thorough information it gives on an organization's human resources is useful for strategic workforce planning. The purpose of this document is to help businesses who are looking to expand into new areas.

Comprehensive HRIS

Human resource information (HR) files, employee-related files, recruiting data, and employee education and experience records are all part of a full HRIS. It's a hub where all the data decision-makers need to function can be found in one place.

3.6.3 Reasons of Using HRIS

The reasons for every company's need for an HRIS include an expanding number of employees, the use of separate platforms for different operations, and a lack of employee experience. (Arun, 2020). For example, if someone's company has fewer than 50 employees, handling all HR tasks by hand may be feasible. As the number of employees grows steadily, using spreadsheets to track their information and perform other HR tasks can become time-consuming and a blunder. Errors in data collection and storage brought on by antiquated systems can cause problems with regulatory compliance and low employee morale.

3.6.4 Effectiveness of HRIS

The research on the effectiveness of Human Resource Information System on HR Functions of the Organization' by Shammy Shiri elucidates that the system is sometimes complex and challenging to use, but it has helped to align HR procedures with company strategy, identify areas for development, and stay aware of current practices. It enables a company to identify and evaluate any gaps or possible hazards and strengthens HR personnel's commitment to continual development. Overall, HRIS improves HR performance in many ways: it helps the HR department do its job better, it helps the company save money, it helps motivate HR personnel, it helps analyze and solve issues more quickly, and it helps the HR department contribute more to the business. A basic HRIS software has features that assist with attendance tracking, leave management (applying for leaves, calculating the prorated leaves, and recording all the leaves), recruiting and talent management, payroll management, employee exit management, performance appraisal, learning management, training system, performance record, employee self-service, scheduling and keeping employees' database. It streamlines HR processes, improves the employee experience, and increases operational efficiency by automating HR-related tasks and allowing self-service access to the process and policies. The super users of the HRIS include HR administrators, payroll specialists, talent management professionals, and recruiters, despite the fact that all company employees are HRIS's normal users. Normal users are restricted from accessing modules other than self-service, to which they only have access for their own attendance, leave, etc. HRM is still the custodian of personnel records, but the availability of an HRIS makes this data easily accessible and helpful for management decision-making. This system aids in the elimination of time-consuming paperwork and manual human resources operations, creating a bridge between employees and the companies for which they work, and allowing HR professionals more time to perform strategic or value-added tasks that contribute to the companies at a higher level. In addition to improving administrative tasks, HRIS has also improved the organization's overall HR operations. HRIS may be one of the most significant degrees of change for any organization's HR department. (Shiri, 2012).

3.6.5 Relationship between HRIS and HRM

'The Relationship between Human Resource Information System (HRIS) Functions and Human Resource Management (HRM) Functionalities' is described by Bader Obeidat, where he explained that Human Resource Information System (HRIS) functions and Human Resource Management (HRM) functions are examined in this research. The theoretical foundation of this study is based on past HRM and HRIS research, where the contribution of HRIS is assessed by the degree of compliance and application of HRIS functions to HR functions. Human resources information systems are regarded as one of the most influential factors in human resource departmental activities. This was backed by the study's central premise that human resource information systems and human resource capabilities are related. However, it was discovered that specific HRIS dimensions are linked with HRM functions while others do not. It was found that strategic integration, forecasting and planning, human resources analysis, and communication and integration had no link to human resource management. It was discovered that performance development, knowledge management, and records and compliance, as aspects of human resources information functionalities, have a link with human resources functionalities and, therefore, have an impact on them. (Obeidat, 2012).

3.6.6 Roles of HRIS in SHRM

The Role of Human Resource Information Systems (HRIS) in Strategic Human Resource Management (SHRM), a research paper by Asafo-Adjei Agyenim Boateng, focused on the function of HRIS in SHRM. The purpose of the research was to determine how HR professionals or managers in various firms perceive the impact of HRIS on strategic HR responsibilities and job functions. The study also sought to determine if there is a substantial difference in HRIS utilization between small and big businesses regarding key HR responsibilities. The study's empirical findings demonstrated that HRIS plays a crucial role in strategic HR activities. This indicates that HRIS skills for structuring HRM and IT integration are also relevant to SHRM. This indicates that HR professionals will be able to adapt to their new jobs without worrying since their new position, and SHRM will continue to be supported by HRIS. Notably, the survey indicated that HRIS would likely be utilized even more for strategic HR responsibilities in the future; this was a perspective shared by both small and big businesses. The survey confirmed that HR professionals concur that

using HRIS for strategic HR activities improves their professional reputation inside the corporation. Interestingly, the analysis revealed that the company lacked HRIS assistance for managing trade union ties. (Boateng, 2007).

3.6.7 Impact of HRIS on HRM

The implementation of HRIS has significant impacts on various human resource management functions. For instance, HRIS enables the automation of recruitment processes, improving efficiency and reducing the time and cost associated with recruiting new employees (Gueutal and Lee, 2015). Additionally, HRIS systems can be used to manage employee data, improving the accuracy and timeliness of decision-making, and enabling organizations to track better employee performance and compliance with legal requirements (Agarwal, 2018). HRIS also allows the automation of benefits administration, improving the accuracy and timeliness of benefits payments and reducing the administrative burden on HR departments (Agarwal, 2018). Furthermore, HRIS can be used to manage employee training and development, which can improve the effectiveness of training programs and enable organizations to track employee progress better and identify areas of improvement (Gueutal and Lee, 2015).

3.6.8 Adoption of HRIS in Organizations

A review of prior studies reveals that HRIS adoption behavior is understudied and that the bulk of these studies has focused on the state of HRIS usage and other HR apps that have been incorporated into HRIS. Too little study has been conducted on the influence of external factors on the adoption and deployment of HRIS applications in order to present an exhaustive list of these variables. It should also be mentioned that the bulk of these researchers has explored the adoption of HRIS software as an innovation in service sectors such as public institutions, hospitals, banks, and accounting offices, but few studies have been undertaken in the manufacturing sector. Consequently, the results of these investigations cannot be extrapolated outside specific industries. Numerous earlier studies on IT adoption are cross-sectional, utilizing a survey approach or a case study to evaluate numerous elements influencing adoption, such as IT features, organizational factors and the external environment. In general, these studies use characteristics identified in the literature on organizational innovation adoption centered in innovation theory, examine the applicability of these factors to the IT under research, and in some instances, find new aspects. The

analyses of this research revealed that, for the purpose of clarity, these diffusion components were evaluated separately. In fact, however, they may exercise their impacts on the diffusion process interactively. This interplay between variables may be either enhancing or mitigating, and the relative importance of each component might vary based on the innovation's characteristics and its environment. In many of these studies, practical implications of study results are simply given in generic terms, and no effort is made to report the reliability of the data-gathering scale. In addition, the majority of early research on innovation stresses the "person" as the unit of analysis, while the majority of contemporary research on innovation employs the "organization" as the unit of study. (Al-Dmour, Al-Zu'bi, 2013)

'Adoption of Human Resource Information System: A Theoretical Analysis' by Ananya Raka Chakraborty, Dr. Nur Naha Abu Mansorb described HRIS as a computerized system that facilitates the administration of human resource information and has become a crucial component of all businesses. Thus, the significance of HRIS can be seen in all aspects, such as operational assistance in collecting, storing, and preparing data for reports, simplification and acceleration of processes and control of available data, reduction of labor costs for human resource departments, and provision of timely and diverse information to the organization's management, on the basis of which quality strategic decisions regarding human capital can be made. HRIS aids the HR department in making the HRM process simpler, quicker, less expensive, and more successful while also contributing to the organization's success. All of these advantages of HRIS can only be fully realized if the system is implemented or modified in an organization with greater precision and efficiency. However, practically every business has a number of obstacles during HRIS implementation and adoption. This research sought to identify the characteristics that influence HRIS adoption in enterprises. It is evident from the examination and analysis that several variables impact HRIS adoption. Among these characteristics, organizational size and management commitment had the most significant influence on the system's adoption. (Chakraborty, Mansorb, 2013).

3.6.9 Adoption of HRIS in Developing Countries

The adoption of HRIS in developing countries, including South Asian countries, has been the subject of much research in recent years. Studies have shown that while the adoption of HRIS in

developed countries is relatively high, the same is not valid for developing countries (Agarwal and Sambamurthy, 2016). Factors such as lack of technical expertise, limited access to technology and financial resources, and cultural resistance to change have been identified as barriers to the adoption of HRIS in these countries (Agarwal and Sambamurthy, 2016). In South Asian countries, the adoption of HRIS has been hindered by a lack of awareness about the benefits of these systems and the lack of a clear understanding of how they can be used to improve HR processes (Gueutal and Lee, 2015). Moreover, the lack of a well-developed IT infrastructure and the lack of trained personnel to operate and maintain HRIS systems have also been identified as major barriers to their adoption in these countries (Agarwal and Sambamurthy, 2016).

Nevertheless, recent studies have shown that the adoption of HRIS in South Asian countries is increasing as more organizations recognize the potential benefits of these systems, including improved efficiency and accuracy in HR processes, and better decision-making capabilities (Gueutal and Lee, 2015). In recent years, there has been an increased adoption of HRIS in South Asian countries, such as India, Pakistan, and Bangladesh. A study by Kaur and Sharma (2018) found that the adoption of HRIS in India is driven by factors such as the need to improve efficiency and reduce manual processes and the desire to meet legal compliance requirements. The study also found that organizations in India are increasingly using HRIS to improve recruitment and talent management processes. Similarly, a study by Khan and Ahmed (2019) found that HRIS adoption in Pakistan is driven by the need to improve data management and decision-making. The study also found that organizations in Pakistan are using HRIS to enhance recruitment and performance management processes. In Bangladesh, HRIS adoption is driven by the need to improve efficiency, reduce manual processes, and meet legal compliance requirements (Rashid et al. 2020). The study also found that organizations in Bangladesh are using HRIS to improve recruitment and performance management processes. Overall, it can be seen that HRIS adoption in South Asian countries is driven by similar factors, such as the need to improve efficiency and decision-making, as well as meet legal compliance requirements. Additionally, the use of HRIS is also helping organizations in South Asia to improve recruitment and talent management processes. Furthermore, the increasing availability of cloud-based HRIS solutions, which require less upfront investment and can be accessed from anywhere, has also made it easier for organizations in South Asian countries to adopt these systems (Agarwal and Sambamurthy, 2016).

The literature reviewed in this paper suggests that while the adoption of HRIS in South Asian countries is still relatively low, it is increasing as more organizations recognize the potential benefits of these systems. However, barriers such as lack of technical expertise, limited access to technology and financial resources, and cultural resistance to change continue to pose challenges to the adoption of HRIS in these countries. Future research should focus on identifying effective strategies for overcoming these barriers and promoting the adoption of HRIS in South Asian countries.

3.6.10 Challenges of HRIS

However, every system has its own unique set of challenges, and HRIS is no exception. Among them include data privacy and security, laws and compliance, and business disruption. Firstly, ensuring employee data privacy while using an HRIS is challenging since the system contains vast quantities of sensitive and personal information that must be safeguarded. To protect the confidentiality of the data, each user has their own accessibility. Secondly, HRIS data access regulations must comply with any regulatory legislation. Every firm must guarantee that its HRIS complies with always evolving requirements. It becomes difficult for organizations with a global presence whose use and operation rely on every user's ability to conduct transactions via the system swiftly and without breaking confidentiality or the law. Thirdly, determining the ideal HRIS for a firm is quite difficult. One should focus on the features that will help to achieve the company's objectives and not be diverted by the multiplicity of possibilities out there. Since an HRIS is primarily designed to aid in human resources management, it is imperative that businesses understand the requirements of the HR department before designing the system's optimal features. (What Is HRIS?, n.d.). Besides, the main challenge is that no pre-made HRIS application with limited customization can meet all the requirements of a company.

3.6.11 Factors to Consider When Choosing an HRIS

With so many alternatives, choosing which HRIS is best for a company may be challenging. It's imperative that a company selects the one that best serves its company's human resources requirements. In order to simplify the selection process, there are some guidelines which need to be followed for a better outcome.

Analysis of Needs

Identifying the HR requirements and strategic goals of a company before searching for HRIS providers is crucial. One may learn more about HR operations' problems and how they affect the company's success by consulting with the team and other employees. Think about the outcomes a human resources employee wants to see from the HRIS rollout. Before deciding on an HRIS, it's essential to consider a company's hiring practices and culture as it is now. All of these features and functions will provide super users with an overview of the HRIS they have selected.

Collaboration of Resources

Choosing an HRIS that will meet an organization's needs is a massive undertaking that cannot be left to the judgment of a single individual. Collect feedback from those who matter most: decision-makers, HR and IT experts, payroll specialists, managers who will be reporting on the system, and select users. Whether one wants to know if the HRIS guarantees compliance with numerous laws, one should consult with an attorney. That way, one may learn about other people's experiences with the product. Skipping this stage increases the likelihood that workers would dislike and struggle to utilize the HRIS. Involving the staff in every step of the process will be the most effective.

Market Research

This is a critical part of the HRIS decision-making process. Multiple companies provide HRIS solutions nowadays. Create a shortlist of reliable HRIS providers whose products align with the company's requirements and objectives. It is important to carefully research each potential supplier. When deciding which suppliers to include in your shortlist, it's important to be realistic about whether or not these functions will really assist the business in solving its current HR problems. Check that the final decision doesn't go above one's budget.

Communication with the Provides

A consumer should not base a purchase choice only on online research. Set up meetings with each HRIS provider to ask them questions and get a better feel for their offerings. Seek for live

demonstrations and register for free trials. As a team, make sure everyone can make it to the presentations. An employee can determine whether the product is a good fit for his/ her company by trying it out for himself/ herself. Consider whether or not the suppliers will be responsive and helpful if problems emerge.

Taking Appropriate Actions

Now that the employees have this information, they may get closer to finalizing the decision on an HRIS system for their company. Talk it over with the staff, and then evaluate the HRIS's features in light of the company's spending limit and its priorities. When everyone is ready to make the switch, contact the vendor that has been chosen to start planning the transition. Be sure that everyone who will be affected by the HRIS migration has a firm grasp of the system and is prepared. Invest some time in providing a thorough demonstration of the HRIS's features when the rollout is complete. For example, many companies have trouble with HR because of concerns related to regularization of attendance. Find out how the use of an HRIS has helped to standardize attendance by talking to staff and interested HR experts.

Evaluation of the Taken Actions

After the rollout is complete, staff members should be pushed to make full use of the system's features. Conduct a quick poll after a month to find out how helpful the staff found the system to be. Gather the group back together to discuss whether or not the HRIS has solved the HR issues that were raised before. (Arun, 2020).

3.6.12 Conclusion and Gap

To summarize, when choosing or purchasing an HRIS application, it is critical to first align the features with the needs of the organization, as no HRIS is perfect for every organization. The gap is that no one has yet discussed how to analyze the needs of a company's HR department and come up with features that will meet those needs.

3.7 Research Methodology

3.7.1 Research Design

The author has primarily grounded their methodology on exploratory research. The exploratory research is being conducted to study an issue that has not been precisely identified. It aims at understanding the situation but will not give conclusive answers. This exploratory research is a good fit for this study's primary objective, which is to identify the present challenges posed by the use of existing HRIS application and to focus on exploring HR features and modules that can meet the needs of the company's HR department.

3.7.2 Research Method

This is mostly qualitative research with some quantitative parts (mixed method), and the author will also conduct questionnaires to verify the problem of this study from actual corporate personnel. The study focuses on how NEXT Ventures' HR department can best determine what kind of HRIS software they need in order to run efficiently.

3.7.3 Data Collection Method

Beginning with a focus-group discussion among five HR members—three executives and two interns—about the most appropriate HRIS features for the company, this study then identifies data and functionality errors in the existing HRIS application via panel data, which will be later validated through a short questionnaire.

3.7.4 Sample

A data sample represents a portion or subset of a population. In this study, the population is NEXT Ventures as a whole, and the sample will consist of a selection of individuals from the same company, which will reflect a portion of the population.

3.7.5 Sample Size

The author will administer a questionnaire to a sample of twenty current employees from different departments to ensure the validity and reliability of the questionnaire.

3.7.6 Sample Technique

The purposive sampling (non-probability sampling) will be applied in this study. The purposive sampling technique differs from other probability sampling techniques since, in this technique, the researchers choose the elements of the sample by judgement who can contribute to the study. Besides, due to the nature of the study design and objectives, the purposive sampling approach may prove effective when only a limited number of people can serve as primary data sources. For instance, very few employees have a thorough understanding of the HRIS application and its functionality errors. In this study, the author will use heterogeneous sampling, one of the categories of purposive sampling technique, to have diverse responses from different departments. This will be done to make sure that the primary data has as much variation as possible. The author thinks that the purposive sampling technique is one of the most cost-effective and time-effective sampling methods available. Initially, upon comparing the current HRIS application's attendance data with the fingerprint scanner device, the author identified three types of problems in the existing HRIS application's attendance data using panel data from a Notion report created by the author. Afterward, the author will circulate questionnaires to get primary data to back up the panel data. This will be a strong proof of the errors that have been shown in the panel data. In addition, the authors have provided a detailed discussion of various aspects of this study by using primary data and emphasizing secondary data from multiple journals to demonstrate the efficacy of HRIS in HR operations from different literature reviews.

3.7.7 Data Analysis Techniques

In the end, the author will adopt the narrative data analysis technique to acquire the findings, since it is simpler to collect detailed information than other methods in this technique. The narrative analysis aims to help researchers comprehend the methods in which study subjects develop and interpret narratives based on their own experiences. Using questionnaires, the author will be able to learn about employees' perceptions of the existing HRIS application, which will be useful in developing ideas about the study as the survey results will point to areas that require improvement.

3.8 Analysis and Findings

3.8.1 Effectiveness of HRIS on HR Functions of NEXT Ventures

Human Resource Information System (HRIS) is a technology solution that enables organizations to more efficiently manage their HR functions. HRIS has been extensively implemented by businesses throughout the world and is regarded as a crucial component of contemporary HR management. Academic and professional groups have extensively studied and explored the impact of HRIS on HR operations. Similarly, NEXT Ventures is using an HRIS platform to determine the platform's effectiveness on its HR functions.

One of the major benefits of HRIS is enhanced data management. HRIS facilitates the centralization and standardization of HR data, making it simpler for organizations to access, analyze, and apply this data to make HR decisions. It has been shown that this improved accessibility to HR data improves HR's capacity to recognize trends, measure progress, and assess the efficacy of HR initiatives (Kim, 2017). However, HRIS is more than a data management platform, and NEXT Venture is trying to utilize its existing HRIS platform to effectively perform the following HR functions:

- **Recruitment and Selection:** The HRIS helps in creating job postings, screening CVs, scheduling interviews, conducting interviews, and making hiring decisions.
- **Performance Appraisal:** This involves creating performance objectives, performing performance reviews, offering feedback and coaching, among other things.
- **Training and Development:** It allows the analysis of training needs, approval of training, scheduling of training, assignment of trainings to the necessary personnel, uploading training materials, delivering training sessions, and evaluation of training after completion.
- **Payroll and Compensation:** This involves running payroll systems, calculating employee compensation on the basis of leave and attendance, and managing benefits and incentives.
- **Leave Management:** It comprises requesting and approving leaves, calculating leave, displaying leave balance, and providing a dashboard overview of leaves.

- **Time and Attendance Management:** It enables the extraction of data from fingerprint devices, displaying entrance and departure times, calculating total hours worked, and displaying an overview of attendances on a dashboard.

However, the present HRIS platform is incapable of providing functionality for recruiting & selection, payroll administration, performance evaluation, and training & development. In addition to that, as we shall see in the next section, even fundamental features like leave and attendance modules are flawed.

3.8.2 Faults in the Current HRIS

The existing HRIS system has several faults, as shown by the substantial data obtained from the prior fingerprint device. After comparing the attendance data between fingerprint device data and HRIS data, we discovered that the HRIS data provides inaccurate data, which poses a threat to the payroll generation process since payroll is tied to attendance. It is essential to mention that Zoho is API-integrated with the fingerprint device. I gathered the data from both the fingerprint device and HRIS- Zoho and observed some similar pattern of inaccuracies in the attendance. The following figures provide data comparisons between Zoho and "tipsoi" fingerprint device. The patterns are as follows:

- **Entry-time mismatch:** A discrepancy exists between the time recorded by the fingerprint device and that recorded by Zoho. The fingerprint device is the data provider or source since it is the one collecting and storing employee punch data. Here, Zoho reads the fingerprint data and displays the information on the self-service portal for employees. So, it is clear that there is a lack of functionality since Zoho is misaligned with the data source.
- **Exit-time Mismatch:** The fingerprint device's exit time does not match Zoho's exit time data. As the fingerprint device "tipsoi" is the data provider, it is evident that Zoho is providing incorrect information.
- **Took entry-time as exit-time:** The following figure depicts that Zoho extracts the time of entrance as the time of exit. Zoho retrieves the entering time from the fingerprint device and displays it as the exit time.
- **Null Exit-time:** Oftentimes, Zoho cannot identify and retrieve the exit time from the fingerprint device. As there are exit-time data on the device and the door is unlocking, it is

evident that the employees are punching; yet, Zoho cannot get those data into its database. Due to its inability to get exit-time data, Zoho considers those employees as absent.

Although the data shown in the preceding figures is somewhat little, I collected data for three days as a representative sample, which I will provide in the appendix.

3.8.3 Analysis of HRIS features and Modules based on NEXT’s HR department

The following table is being designed according to the needs or requirements of the NEXT’s HR department.

Table 3: Analysis of HRIS features and Modules

Area	Requirement	Module	Remarks
1. Talent Acquisition (recruitment & selection)	- From Job advertisement to job application (CV) to CV sorting to final shortlisting - All should be built-in.	Job Description	
	- Interview form and candidate evaluation matrix in Excel should be built-in.	Hiring Evaluation	
	- Generate offer and appointment letters directly to employee email.	Applicant Tracking	Offer & appointment letter templates to be provided by NEXT
	- CV bank.	Applicant Tracking	
	- Dashboard to show when a vacancy is due to be filled-in, when recruitment process should start, selection examination	Applicant Tracking	

	schedules, interview schedules, etc.		
	- Employee personal file.	Employee Administration	
2. Attendance	- Punch/ face ID should record attendance in the system.	Attendance Management	
	Are "Attendance Management" and "Leave & Attendance" separate modules?	Attendance Management	They are separate however they are integrated. (i.e., a leave taken will show in attendance as Leave
	- HR should have access to record attendance manually, if an employee missed punching an ID card.	Attendance Management	
	- Attendance should be tied to the payroll module so that salaries are computed based on attendance and any deductions thereof.	Attendance Management	
	- Options for delayed attendance, if any.	Attendance Management	
3. Compensation & Benefits	- Generate pay slips directly to employee email.	Payroll	
	- Compute tax and other customized deductions.	Payroll	We require an interface via which employees may input their investments. The salary calculation system would then integrate this data with

			tax laws to calculate monthly tax deductions.
	- Compute salaries based on recorded attendance.	Payroll	
	- Incentive and bonus pages and options for yearly increments.	Payroll	
	- Total rewards Summary Form (our own customized form).		
4. Leave Management	- Compute yearly leave entitlements.	Leave & Attendance	
	- Leave-without-pay options.	Leave & Attendance	
	- Approval/ authorization process.	Leave & Attendance	
	- Integration with calendar (Google/ Outlook).	Leave & Attendance	via Calendar email
	- Overstaying leave deductions.	Leave & Attendance	
	- Pro-rata leaves entitlement calculation options.	Leave & Attendance	
5. PMS (Performance Mgt. System)	- Balanced Scorecard perspectives and KPI management.	Evaluation	
	- Customized KPIs and grading system.	Evaluation	

- Employee, 1st supervisor, 2nd supervisor, and peer evaluation options.	Evaluation	
- Automatic performance grade calculations, based on input (numbers) given.	Evaluation	
- Integration with ERP for data pulling.	Evaluation	Excel based template upload
- Performance appraisal form should be downloadable in Excel/ MS Word form.	Evaluation	
- Control & Access: who should be able to see which part/ section of the appraisal form.	Evaluation	
- Should have integration with LMS module so that Employee Development Plan (EDP) recommendations are recorded in Training Needs Assessment page.	Evaluation	As per the requirement
- Privacy of employee performance data protection - must be ensured (employee should not be able to download or copy performance data - legal issue).	Evaluation	Require the exact need

	- Grade Moderation option: Moderation Board should be able to give the final grade/ score against each KPIs.	Evaluation	
	- Data Lock option: after finalizing the appraisal format, the data should be locked for protection from accidental or intentional erasure/ overwriting.	Evaluation	
	- KPI and Performance Targets: should have joint endorsement option.	Evaluation	
	- Performance dashboard - should be viewable by the employee, HR, and top management.	Evaluation	
6. Talent Management/ Training Management/ Learning Mgt. System (LMS):	- Should be linked with PMS, so that EDP recommendations appear here as TNA (Training Needs Assessment).	Training	
	- Options for uploading training materials - papers, videos.	Training	
	- Training calendar.	Training	
	- Training evaluation form - to be digitally filled and results recorded.	Training	

	- Linked to employee personal file so that trainings completed appear in personal file.	Training	
	- Module for online interactive training, webinar.		Require the exact need
	- Succession management options - replacement chart, succession chart.		
7. HR Dashboard/ Metrics/ KPIs	All the modules should be integrated with this Module so that the KPIs/ Metrics should be computed and displayed in a dashboard with data inputs in different modules/ pages. Following KPIs/ Metrics should be visible:		Several metrics already available. others to be discussed and if feasible to build as needed
	HR PERFORMANCE METRICS:		
	Revenue per employee.		
	Revenue per FTE.		
	Profit per employee.		
	Profit per FTE.		
	Overtime per employee.	Analytics	
	Labor cost per employee.	Analytics	
	Labor cost per FTE.		

	Labor cost percentage of revenue.		
	Labor cost percentage of total expenses.		
	Absence rate.	Analytics	
	Absence rate per manager/department.	Analytics	
	Overtime expense per period.	Analytics	
	Training expenses per employee.	Analytics	
	Training efficiency.		
	Voluntary turnover rate.	Analytics	
	Involuntary turnover rate.	Analytics	
	Turnover rate of talent.		
	Turnover rate.	Analytics	
	Turnover rate per manager/department.		
	Cost of absenteeism.		
	Cost of turnover.		
	HR to employee ratio.	Analytics	
	HR cost per FTE.		
	Time until promotion.		
	Promotion rate.		
	GENERAL WORKFORCE METRICS:		
	Average length of service.	Analytics	Require the exact need

	Average distance from home.		
	Engagement rate.		
	Satisfaction rate.		
	RECRUITMENT METRICS:		
	Time to fill.		Require the exact need To build after understanding based on feasibility
	Time to hire.		
	Cost per hire.		
	Source of hire.		
	First-year resignation rate.		
	First-year turnover rate.		
	First-month turnover rate.		
	Hiring manager satisfaction.		
	Candidate job satisfaction.		
	Applicants per opening.	Analytics	
	Selection ratio.		
	Offer acceptance rate.		
	Vacancy rate.		
	Application completion rate.		
	Yield ratio.		
	Sourcing channel effectiveness.		
	Sourcing channel cost.		

	Cost of getting to Optimum Productivity Level (OPL).		
8. HR Policies/ Programs	- HR policies, forms, certificates should be uploaded.	Policy Manual	
	- Access to policy files needs restrictions.	Dashboard	
9. Survey Systems - Pulse Survey, HR Client Satisfaction Survey, Customer Satisfaction Survey, Total Rewards Survey	- Survey questions should be uploaded and sent to participants by email.	Survey Management	
	- Linked to google Survey or SurveyMonkey.		Require the exact need
	- Dashboard to show survey results in charts, graphs, etc. - We need survey results to be displayed in charts/ graphs/ bars etc., in the form of analytics. After receiving the survey responses, HR needs to show analysis of responses to top management. That is why we need analysis on survey results.	Analytics	This can be done as per your requirement since we have the data
10. HR Planning/ Org. Structure:	- HR planning module should show what is the planned HR budget and	Org Structure	

	<p>what is the actual HR budget.</p>		
	<p>- Org. structure should be viewed in hierarchy mode and ladder/ departmental mode.</p> <p>-The org. structure that we saw in your system looks a bit elongated vertically. And it looks a bit different than what is a standard org. structure.</p>	<p>Org Structure</p>	<p>We have created this structure as most of the time it expands vertically and not possible to view the whole structure at once. But if there is a better way of representing, we can create it</p>
	<p>- HR Planning should be linked with requisition in Recruitment Module (Talent Acquisition), so that no recruitment is possible if a vacancy does not exist in the org. structure or HR Planning board.</p>	<p>Org Structure</p>	
	<p>- Standard Job Descriptions and Job Specifications should be stored in a suitable place here, so that those can be used by the Recruitment Module to post job advertisements. JDs and JSs may also be</p>	<p>Job Description</p>	

	stored in the Recruitment (Talent Acquisition) module as well.		
11. On-boarding/ Off-boarding:	- Detailed sequence of events leading to an employee joining the company after final selection (offer letter).	Hiring Evaluation	We have created the list of stages in hiring module including offer & acceptance of offer letter
	- Authorization of issuing devices (e.g., laptop, mobile SIM, etc.) for making the employee ready to perform.	Hiring Evaluation	
	- Off-boarding should include Exit Interview format, questionnaire, and completed form.	Exit Administration	
	Is there an exit administration module available?	Separation	
11 Asset	share some final sheet of Asset data need to be uploaded.	Asset Management	

The above table has been designed based on the needs of the HR department. It may vary and alter if the department undergoes operational or strategic changes.

3.9 Major Findings

- HRIS automates HR functions like as recruitment and selection, training and development, payroll administration, leave and attendance management, and so on, making them more efficient and effective.
- No premade HRIS is ideal for any company.
- The current HRIS- Zoho is not well integrated with the company's fingerprint device.
- Zoho does not provide functional recruiting and selection, training and development, or payroll administration.
- On Zoho, leave management is faulty, as the computation of leave balance is incorrect.
- The attendance module is not retrieving accurate data from the fingerprint scanner device.
- Zoho's system usability scale, or SUS score, is unacceptable because questionnaire respondents rate the platform extremely poorly.
- The HRIS should be tailored as per the HR department's functions.
- Recruitment & selection modules should have the option for job posting, CV sorting, generating offer letter and appointment letter.
- Attendance module should have punch/ face ID detection which can record attendance in the database system.
- Payroll modules should compute salaries, tax and other customized deductions as per the company policy.
- The leave module should be able to calculate annual leave entitlements, leave-without-pay options, an approval/authorization procedure, calendar integration (Google/ Outlook), overstay leave deductions, and pro-rata leave entitlement calculation options.
- Performance management system should have the balanced scorecard perspectives and KPI management.
- Training and development (L&D) should be linked with PMS, with the option of TNA (Training Needs Assessment), with the option of linking with Google Calendar, with the option of uploading training materials, and with the option of assessing training electiveness.
- The HRIS for NEXT Venture should have a dashboard, onboarding-offboarding system, and helpdesk options.

3.10 Summary and Conclusions

This last chapter provides a brief overview of the project's components, within which I have attempted to address all of the study's stated objectives. In this chapter's first section, we will look at how NEXT Ventures' HRIS has benefited its human resources department. After that, a series of panel data was used to describe the problems with NEXT Ventures' current HRIS, and a questionnaire with three sections—one of which focused on SUS—was used to verify the panel data. This section of the research and analysis concludes with a table detailing all the needs of NEXT's HR department, module by module.

3.11 Recommendations

- The Human Resources department of NEXT Ventures must decide whether or not to retain Zoho, since it is not operating successfully.
- To increase productivity and efficiency, an HRIS that is tailored to NEXT's HR operations will be much more suited.
- After examining the cost-benefit ratio, it is reasonable to seek for a vendor that can give an HRIS customization option depending on the organization's requirements rather than making from the scratch as it will cost more time and money.
- Everyone should get training on HRIS from NEXT, with normal users receiving basic training and super users, such as HR employees who will be administering the platform, receiving advanced training.

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