

Internship Report on

Significance of Suitable HRIS Software in Dcastalia Limited

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

Bachelors of Business Administration

BRAC Business School

BRAC University

September 2022

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Declaration

It is hereby declared that

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

Student's Full Name & Signature:

Abdullah Omar Sharif

17304060

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Mohammad Atiqul Basher

Lecturer, BRAC Business School

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Letter of Transmittal

Mohammad Atiqul Basher

Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: **Submission of internship report for course completion.**

Dear Sir,

I am delighted to have the opportunity to write and submit a report for my internship program on the organization of Dcastalia Limited, a results-driven firm that develops strong, distinctive, and customized software solutions for clients. The report will also meet the criteria of the BUS400 course. I would like to respectfully state that I have completed my internship report on "Significance of Suitable HRIS Software in Dcastalia Limited". It was informative and gratifying to work with this company and implement its HR initiatives and HRIS systems. On the other hand, it is a great resource for learning about HRIS procedures in real-world settings.

I sincerely appreciate your assistance, cooperation, and advice while I prepared this report. I finished this internship report using my best efforts and diligent work. I would appreciate it if you would accept this report. I hope you were satisfied with my internship report. It would be my pleasure to answer any queries or issues you may have regarding these cases.

Sincerely yours,

Abdullah Omar Sharif

17304060

BRAC Business School

BRAC University

Date: September 21, 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between Dcastalia Limited and the undersigned student at BRAC University.

Abdullah Omar Sharif

ID: 17304060

BRAC Business School

BRAC University

Acknowledgment

Firstly, I want to start by expressing my gratitude to Allah for allowing me the strength to carry out my obligations throughout my internship and to finish my report before the deadline.

Mr. Mohammad Atiqul Basher, an honorable lecturer at the BRAC Business School of BRAC University, is the individual responsible for supervising my internship. I am thankful for his constant encouragement, guidance, and insights throughout my internship.

I had the opportunity of working as an intern in the Dcastalia Limited human resources department from June 16 to September 15, 2022. Particularly helpful in educating me and giving me practical training in every HR function were Dcastalia Limited's Kamrul Hasan, an accounts officer, Parveen Abedin Eema, the head of marketing, and Khairul Hasan, the CEO of the organization. They taught me and assisted me in creating an independent HR Department in Dcastalia Limited as there was no dedicated HR Department in the organization. They have my sincere gratitude.

I am grateful to Dcastalia Limited, its management, and especially all of my colleagues for their kind assistance in compiling the necessary data and information for this challenging research.

Executive Summary

"Significance of Suitable HRIS Software in Dcastalia Limited" is the topic of my internship report. My report is divided into 4 chapters. I included the letter of transmittal, acknowledgments, executive summary, and table of contents in the prefatory section. I discussed the Report's introduction in Chapter 1. It also contains information about the report's starting point, the study's goals, its scope, its restrictions, and its methodology. I gave a brief summary of the organization in chapter two. Moreover, I've also covered Dcastalia Limited's mission, vision, hierarchy, departments, clientele, and key values. I also discussed my internship experiences in chapter 3. This section provides an overview of the internship experiences, my approach to the HRIS Software proposal, the responsibilities after the software's implementation, the process of establishing a new HR department from the beginning, as well as my insights and experiences from the internship Period. Chapters 4 constitute the majority of this report, and it discusses the rationale and goals behind the requirement for and implementation of a new HRIS system at Dcastalia Limited, as well as how the HR department of Dcastalia Limited has carried out its HR-related duties and the advantages of using it. I provided the details of qualitative research and Literature review. The Literature review includes descriptions of the HRIS (Human Resource Information System), its functional components, and its advantages. Here, each of these subjects has been explored. In the last chapter, I have provided some recommendations based on these observations and research that will assist the company in creating a new HRIS system that will perform well.

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Chapter 01

Introduction

1.1 Introduction

The world is changing every day and the primary reason behind the change is the fast technological improvement. Technology is making human life easier and consuming a lot of time. Thus, corporate organizations are also taking advantage of this technological advancement and focusing on implementing software in the workplace so that, they can shift their work from manual to automated processes. There was a time when no one talked about the necessity of an independent HR department in the workplace. However, by the time everyone realized the importance of an HR department inside the organization to add more value. Nowadays almost every organization has an advanced HR department. (Kovach, Hughes, Fagan, and G. Maggitti (2002) stated that the idea of HRIS (Human Resource Information System) first began in the middle of the 1990s for strategic decision making. I was employed in Dcastalia Limited during my Internship period. Dcastalia Limited is a Bangladeshi software development company that was founded in 2009 with the purpose of providing individualized, passionate, and customized services. Since my major is Human resource management so I wanted to learn all the HR operations practically. During my Internship period, I found that there is no dedicated HR department inside the organization and there was no HRIS software as well. Thus, I have tried to discuss the Significance of Suitable HRIS Software and a dedicated HR department in Dcastalia Limited in my report.

1.2 Origin of the Report

This research has begun in preparation for the completion of the internship and the attainment of the Bachelor of Business Administration (BBA) degree in Human Resource Management at BRAC University. The goal of BRAC University's Bachelor of Business Administration (BBA) program is to provide students with the opportunity to learn and apply cutting-edge business and management techniques, preparing them to be excellent business leaders in the 21st century's highly dynamic global marketplace. Thus, the program also necessitates valuable reports and internship opportunities, and the BBA program has always helped students improve their practical knowledge. As a part of the Internship program, I was selected to work as an intern for

Dcastalia Limited's HR team for four months. My expertise in the company, my existing employment there, and the effectiveness of the internship were all disclosed in this report.

1.3 Problem Statement

There have been several problems in the management of Dcastalia Limited for not having appropriate HRIS Software. The report aims to find out what kind of HRIS Software can be used for an IT Company like Dcastalia Limited, with Qualitative research. The study interviews the top management and top executives of the organization to find out what kind of HRIS Software they prefer to use for the organization. So far their experience without HRIS Software reveals that they are having so many issues with their HR team for not having good HRIS Software. Still, medium costing and high-ending HRIS Software can assist them in having a sustainable HR team.

1.4 Scope of Study

I had a great opportunity to work with the head of Marketing and the CEO of the company. As a result, I was able to access depth Information regarding the organization. Moreover, the organization's HR team lacked good planning of mission and vision. Similarly, they did not have any proper HRIS software to use. I found it an excellent opportunity for me to build up a proper HR team with a good vision and mission for Dcastalia Limited.

1.5 Significance of the Issue

The findings of the study will help me to find out the gap inside the HR team of Dcastalia Limited. Moreover, finding suitable HRIS Software for the organization could help the organization maintain proper management, accuracy, security, save time, and employee satisfaction. Furthermore, suitable HRIS Software can find out the gap and lead the organization to improve its administration on an advanced level, and advanced management can lead the organization to sustain itself in the long run. Similarly, this study will help me to implement my knowledge in any other organization as I am witnessing from the start how a proper HR team can be formed and what values they can add using proper HRIS software.

1.6 Limitations

It was a wonderful experience to explore the real workplace and implement my learning and knowledge practically in Dcastalia Limited. However, there were some limitations as well while I was preparing the report. Some of the limitations I had to face are given below:

- Information was hard to come by because some employees weren't willing to cooperate.
- Certain assertions might not match certain organizational rules and practices due to confidentiality.
- Finding relevant articles or journals on the topic was challenging for me because HRIS is a relatively new concern in our nation. This made collecting secondary data for my research very arduous.
- Convincing the management team that the organization needs HRIS software as soon as possible required a good amount of time and effort.
- Surprisingly, the organization had a lot of communication gaps among the employee which delayed my data collection as they did not even talk to newbies that much. However, after 1.5 months they started to act friendly.
- I had to work hard to establish the HR department in their organization and so I had to organize and format every single HR operation and it cost me a lot of time.

1.7 Methodology of the study

I have conducted qualitative research to collect data and information on why a software company like Dcastalia Limited does not have HRIS Software and what kind of HRIS Software they are willing to use and what kind of problems they are facing for not having an Independent HR Department. The qualitative research was conducted under unstructured interviews with top management, team leads, department heads, and general employees. With qualitative research, I tried to collect data based on what kind of Software they wanted to use, how much they wanted to invest in the HRIS software, etc. Here are the two approaches I used to acquire information:

Qualitative research

- Unstructured interviews of the top management, team leads, and department heads.
- The person-to-person approach of several departments.
- Employee feedback

Secondary Sources

- Website of the organization.
- Previous HR reports.
- Existing HR handbook of the organization.
- Scholarly Articles.

CHAPTER 02

OVERVIEW OF THE ORGANIZATION

2.1 Overview of the organization

Dcastalia Limited is a Bangladeshi software development company that began operations in 2009. Dcastalia Limited has been assisting businesses with comprehensive technological solutions such as software development, website development, technical support, graphic design, and many more. With the potential developers, Dcastalia Limited has accomplished 1350+ projects. A mentionable amount of projects were from foreign countries as they have almost 1070+ Clients worldwide. However, as a Software Company, the organization overlooked that they needed HRIS software to assist their HR team. As a result, they were maintaining everything manually with excel sheets and a Software called 'Trello'. They found it very difficult to maintain human resources because the manual recording of everything is not sustainable. Yet, they are willing to use full-scale HRIS software as soon as possible.

2.1.1 Mission, Vision, and Core Values of Dcastalia Limited

a) Mission: Since its inception, the mission has been to instill the value of information technology in people and to inspire innovation in order to empower businesses, thereby ensuring sustainability.

b) Vision: Becoming a prominent face of trust in the IT & ITES sector on a national and international scale, by providing pragmatic solutions to multifaceted challenges and establishing technical soundness while emphasizing the importance of visual refinement of online platforms among people.

Slogan:

c) Core Values:

- Progressiveness
- Inclusiveness
- Reliability
- Optimum Return
- Quality



2.1.2 What Dcastalia do

Dcastalia is dedicated to redefining software technology that works best for today's most forward-thinking clients. This is because they believe that when their customers succeed, they succeed as well. Dcastalia Limited's operation is not only limited to our country it is now globally an established organization. More than 150+ developed countries entrusted Dcastalia Limited with numerous projects.

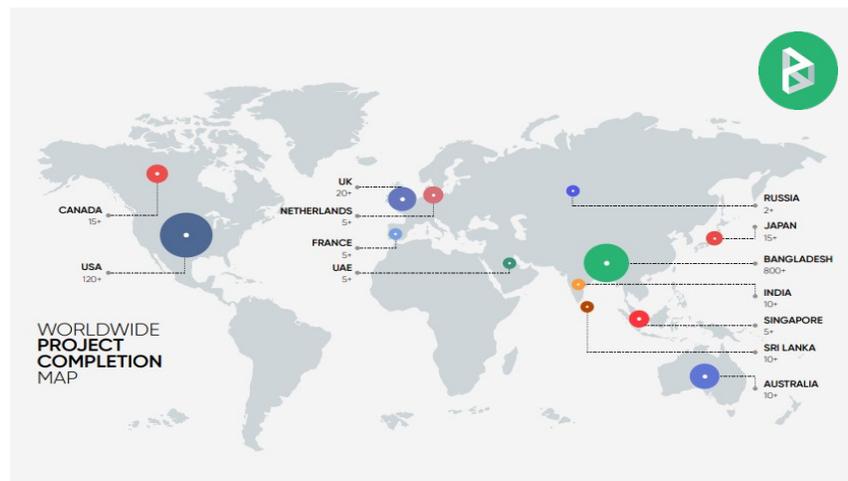


Figure 2.1: Worldwide operations of Dcastalia Limited

The Core services of Dcastalia Limited are:

- Software Development:** Dcastalia Limited provides the highest industry standard custom Software solutions. They also offer E-commerce development, mobile application development, and DevOps solution. Moreover, the organization typically hires experienced developers who consistently deliver user-friendly and expertly tailored software based on business goals, allowing clients to outperform their competitors. Along the way, they've worked with a wide range of modern frameworks, libraries, tools, and technologies, and they always stay current in order to put together a package that's a good strategic fit for their client's projects. Dcastalia has been working hard for over a decade to empower and digitally transform organizations while consistently generating value by sharing their skills and passion.

- **Website Development:** Dcastalia Limited also provides website design and development. Because the design of any business's website creates 94% of first impressions, Dcastalia Limited constantly develop scalable, excellent, and completely responsive websites that help their client's businesses outperform their rivals, the organization is making this possible with their team of talented specialists and mutual engagement with clients. Moreover, their user-friendly website design plan adheres to the needs of their clients. Experimentation and data architecture are the first steps in the procedure, leading to a clear knowledge of the journey. Furthermore, they also provide WordPress development. Dcastalia follows a straightforward WordPress development method that is in line with the requirements of its clients. Additionally, they have more than ten years of expertise and have built a solid reputation as a WordPress development business in Bangladesh and beyond.
- **UX / UI Design:** In this era, Dcastalia Limited believes that a client's web site's conversion rate may increase by 200% with better UI, and it could increase by up to 400% with better UX design. Leading UX design services have been offered in Bangladesh by Dcastalia Limited, which has led to consistent customer loyalty, business growth, and profitability. UX research is carried out by skilled designers as part of the process, which also includes prototyping and usability testing. The team further guarantees the best UX design service in Bangladesh by upholding quality and dedication throughout the entire development livelihood, including the planning stage.
- **Technical Support:** Dcastalia Limited offers 360-degree solutions to enhance the client's online presence. According to Dcastalia Limited, 87% of websites represent high or moderate cyber security concerns. They guarantee that the client's web presence will always be upgraded and secured with qualified technical support. When a problem arises that prevents customers from using a client's service, the support team at Dcastalia is responsible for resolving it in order to deliver the best technical support service in Bangladesh. As part of their technical and maintenance support service packages, they guarantee Page Speed Optimization, Security Checking (Owasp top 10), CMS Bug Solving, Analytics Reports, Codebase Backup, Database Backup, SEO Snippet, Uptime Monitoring, Technical Consultation, and Content Update. Furthermore, given that every

organization has a distinct set of needs, they provide advice and direction on what services they believe will best suit the client as a top technical support provider in Bangladesh.

2.1.3 Clients

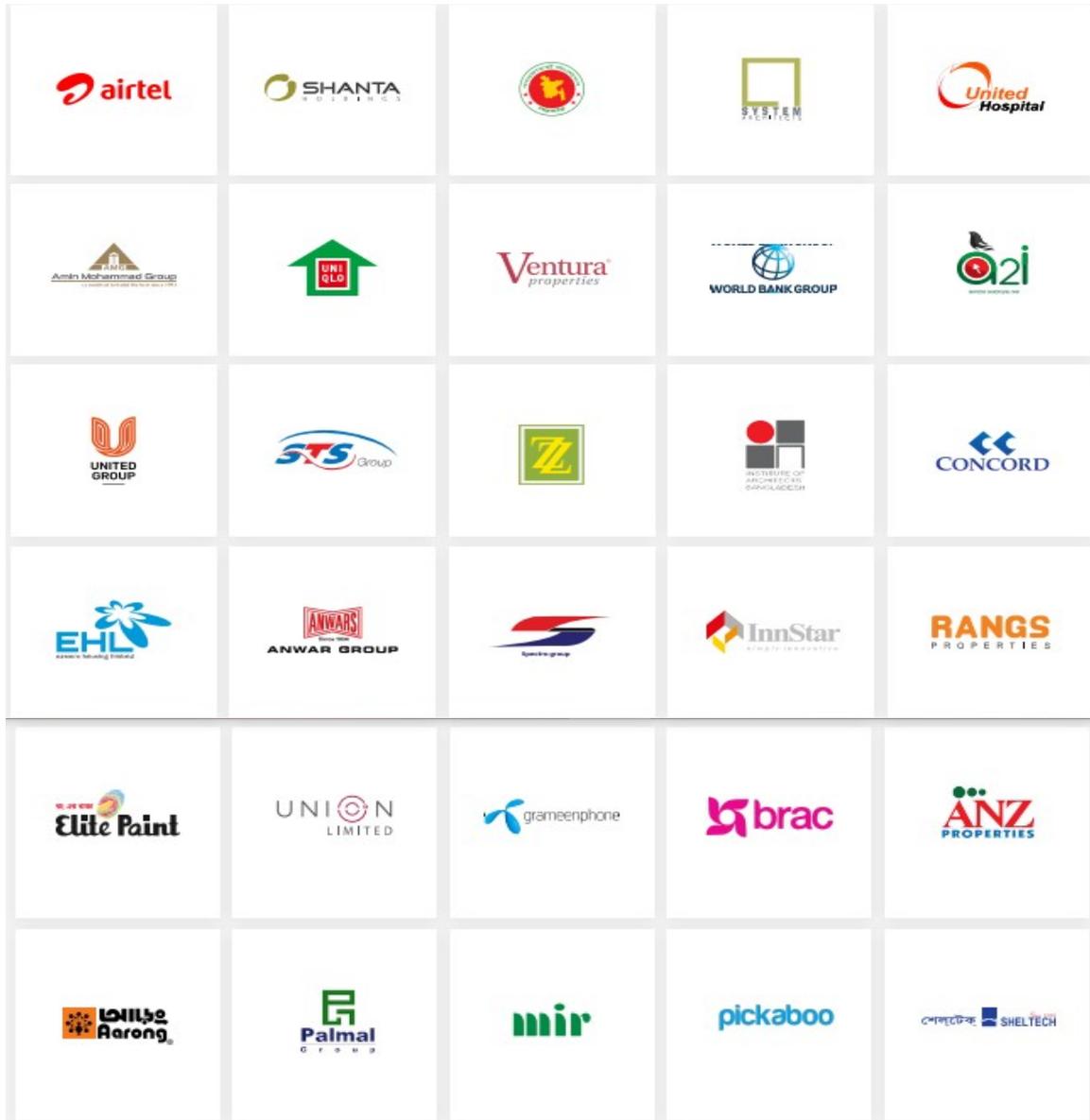


Figure 2.1.2: Clients of Dcastalia Limited

2.1.4 Technologies

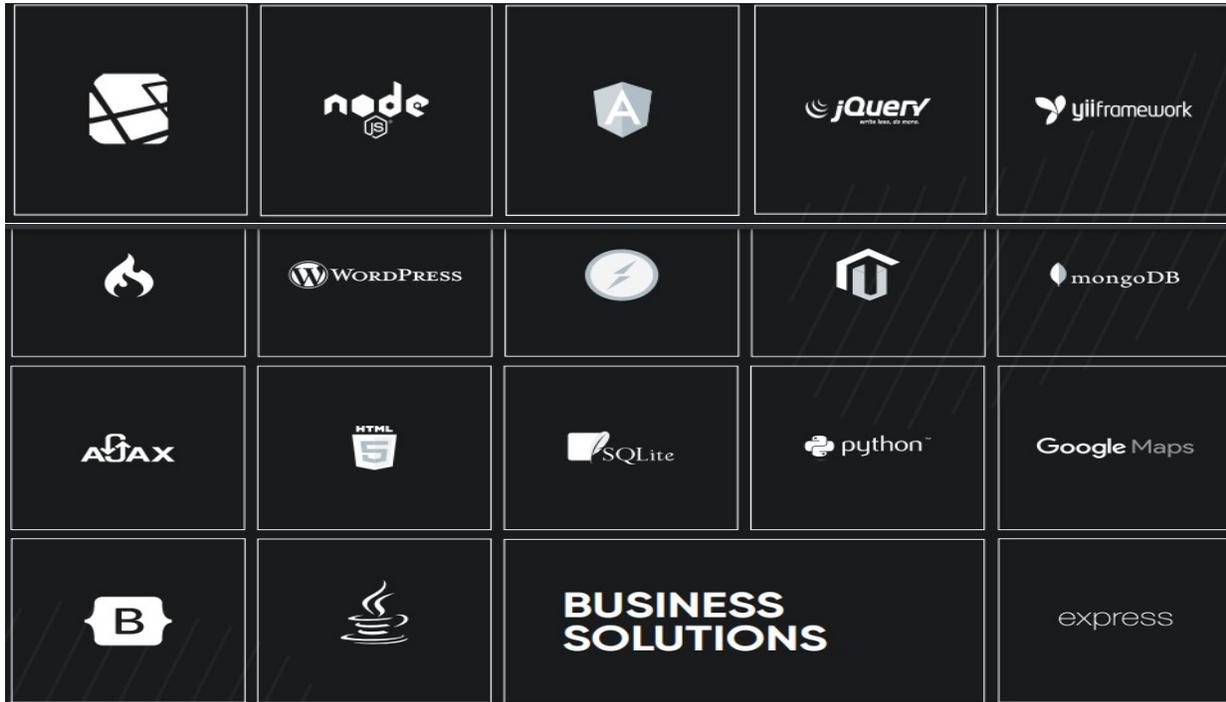


Figure 2.1.3: Core Technologies Dcastalia Limited Uses

2.1.5 Organizational Structure

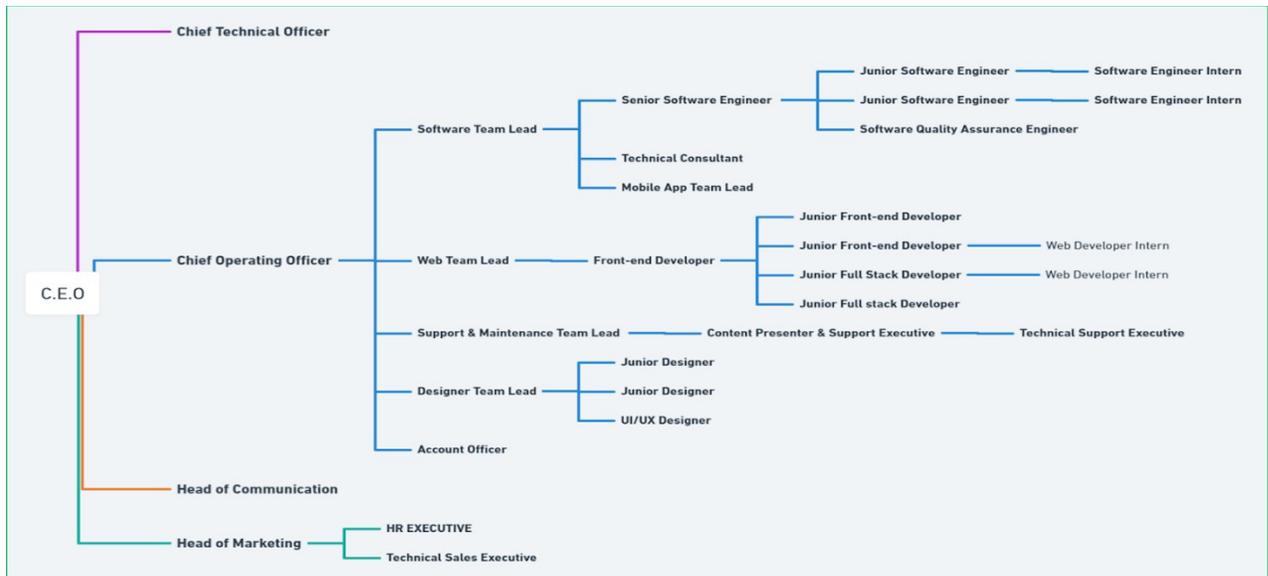


Figure 2.1.4: Hierarchy of Dcastalia Limited

2.1.6 Departments Overview

There are several departments in Dcastalia Limited. They are:

- **Software Department:** The core operation of this department is to provide Custom Software Development, Provide software solutions, E-commerce Development, and Mobile Application development.
- **Website Department:** This department basically does Website Design & Development and WordPress Development.
- **Design Department:** The main service of this depart is to provide UX/UI Design.
- **Support & Maintenance Department:** The aim of this department is to provide maintenance services to the client's website.
- **Sales and Marketing Department:** The goal of this department is to sell the service of the organization and operate marketing activities on various platforms. Moreover, they also work on the SEO of the client's website.
- **Management Department:** This department looks after the overall organization. As they do not have any dedicated HR department so this department also does some basic HR operations in the organization. The accounts team also works under this department.

CHAPTER 03

Overview of Internship

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

I am Abdullah Omar Sharif. Student ID: 17304060. I am pursuing my Bachelor of Business Administration at BRAC Business School and I am majoring in Human Resources Management.

3.2 Internship Information

3.2.1 Period, Company Name, Department/Division, and Address

It was my pleasure that I got the chance to complete my internship at Dcastalia Limited. My Internship period at Dcastalia Limited started on 16th June 2022. In Dcastalia Limited they count 4 months in the total internship period. However, my university internship requires only 3 months. As a result from the perspective of the University, my internship ended on the 16th of September 2022. I was assigned to the Management department of Dcastalia Limited as they did not have any dedicated HR department. Dcastalia Limited's head office is located in Banani, Dhaka. The full address of the office is House 91, Road 04, Block B, Banani, and Dhaka 1213 Bangladesh.

3.2.2 Internship Company Supervisor's Information: Name and Position

In Dcastalia Limited, the Accounts and admin team works under Management Department. As I was assigned to the management department my on-site supervisor was Mr. Kamrul Hasan, the accounts officer of the organization. I am very thankful to him as he guided me through all over the journey and he helped me a lot to extract data from the organization. I am very grateful to him.

3.2.3 Job Scope – Job Description

I was assigned as an HR Executive on the Management team. I was their first dedicated HR. During my Internship period my job descriptions are as below:

- Learn about the hiring and recruitment process, and work with the recruiting team to keep job descriptions and postings up to date.
- Look into hiring trends.
- Find CVs that match the job description from online and offline sources.
- Improve campus recruiting programs and create an event calendar for HR.

- Coordinate and schedule technical and non-technical interviews.
- Keep track of employee information and keep it up to date.
- Introduce new hires to various aspects of the onboarding process.
- Exposure to all areas of HR, including benefits, HRIS, and compliance.
- Interact with Hiring Managers and Executives at all levels.
- Submit monthly HR Operational Report to the Organization.

3.3 Internship Outcomes

3.3.1 Contribution to the company

Dcastalia Limited does not have any dedicated HRD. I was assigned as the only HR executive of the organization and so there was a tone of responsibility I had to deal with every day. When I first enrolled in the organization I found everything so messed up inside the organization. Especially, there was no existing path of HR operation to maintain as an intern. As a result, I made up my mind that I will establish the HR department of Dcastalia. I knew that path will be not easy but it was an opportunity for me to build up an HRD from the bottom. I started working hard and start mapping everything. I had to do a lot of things besides my JD. Surprisingly, I was so motivated toward my work that I never feel like complaining. I set a Goal for the HRD of Dcastalia Limited, I set the mission of the HRD and I started doing HR operations. I made all the necessary formatting of documents, organized all the employee info in good order, implemented the leave application form, stationary requisition form, vacancy post requisition form, employee device tracking, birthday calendar, allowance form, Organizational book request form, Skill information form, started to maintain leave tracking properly, established book inventory, book checkout/return policy, NOC for Abroad, general business Letters and Email format, made major corrections in the policy on Intern Appointment Letter, Employment Certificate, recommendation letter, standard question format for interviews, Experience Certificate, Intern recruit process map, new intern Enrolling procedure map, the objective of HR planning map, leave application procedure Map, Map of cv bank, internal HR operations map. I would like to thank the CEO of the organization and the Head of marketing as they gave me the authority to implement all of the procedures. Implementing everything so far was not an easy task I had to do a lot of R&D. I knew that I cannot implement a new culture in one day. So, I took some time to

analyze the employees, I tried to understand their psychology and after a certain period of time, I succeeded and implemented some major changes in the policy. Moreover, I proposed to the CEO that we need HRIS software as soon as possible. He asked me to present why we need the HRIS. I presented every detail in front of him, I explained the significance of the HRIS software. After the presentation, he was convinced and he gave me the responsibility to work on it. I worked very hard on it and came up with an HRIS system called Tipsoi HRM System which in my opinion, was the best suited for the organization. We unlocked some advanced features in it and still I am working on it to make good use of the system.

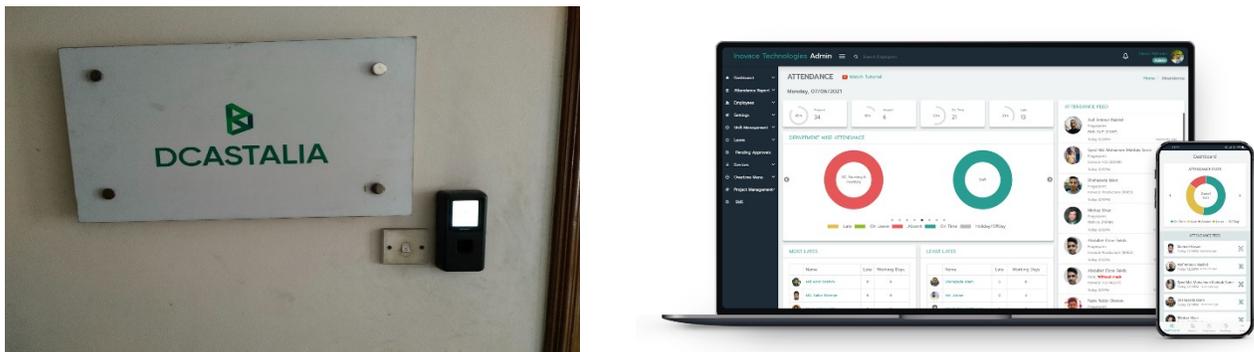


Figure 3.1: Implementation of HRIS

This HRIS also has an Employee interface where the employee can log in with their employee id and individual password and they can apply for leave, late entry, etc. Though I could not master it yet but I am still learning, and hopefully, I can make this HRIS add maximum value to the organization.

3.3.2 Benefits of Implementing Tipsoi HRM

‘Tipsoi HRM’ is the new evolution for Dcastalia Limited. Every paperwork started converting to the software based system. Some of the benefits are given below:

- **A one-stop service:** It allows for the storage and remote access of all information. Any inputted or edited by a user in the Human resources department will also be automatically updated throughout the integrated structure.

- **Auxiliary software:** The HRD can interact with each other and, if required, share information by utilizing all of Tipsoi HRM's modules. Each of the components has to be used in order to gather data.
- **Service Dashboard:** In case of emergencies, the occupancy dashboard is used to keep track of the number of persons currently present on the workplace site.
- **Portal for Real-time Attendance in One Place:** An authentic dashboard that is self-explanatory and provides a quick overview of the organization's attendance.
- **Leave Management:** The system for managing leaves is a central hub that handles employee leave applications while assuring that business activities run without a problem.
- **Managing Shifts with a Dynamic Roster:** Tipsoi HRM provides advanced rostering, agenda overview, numerous shift and shift group formations with numerous configurations, as well as many other advantages.
- **Attendance Based on Location:** This software records the attendance of the employees at any time and from anywhere. It could also track an employee's location in actuality when they're on a field trip or at another job site.

3.3.3 Benefits to the student

Dcastalia Limited offered me paid internship so it was beneficial for me. Moreover, Dcastalia Limited helped me to explore all The HR components an HR personnel can operate. I gained a ton of experience from Dcastalia Limited as I am in the middle way of establishing an independent HR department. Furthermore, as I have already mentioned earlier that their internship period is officially 4 months, and they have already offered me permanent employment after the completion of 4 months of internship. I was so glad that my hard work was recognized. Dcastalia Limited gave me the opportunity to learn HR operation from the bottom and it will definitely help in my future career as an HR professional.

3.3.4 Difficulties

It was a challenge for a fresher like me to work on establishing the whole HRD from the bottom. I need to spend time on research, learning, and implementation. Firstly, I had to start the basic HR operation inside the organization but it was difficult to implement new policies, and new culture among the employees because they are already used to a casual culture so it was a great challenge for me to make them believe that whatever the new policies are coming those are for their well-being. The great barrier for me was continuing one course with the internship program, writing internship reports and research on HR activities at the same time sometimes hampered my mental health as well. However, the learning's I was gaining, motivated me so much to give my best towards the organization as well as my study.

3.3.5 Recommendations (to the company on future internships)

I highly recommend Dcastalia for future interns. It's a great place to learn and gain experience for the freshers. The working environment of Dcastalia is phenomenal and the culture is so much flexible here. The maximum employee here is young people so they are very open-minded and they always give their best to teach and guide the freshers. Dcastalia Limited is a great place to work and it has honest and kind people to work with.

CHAPTER 04
Project Part

4.1 Introduction

The project is about the significance of Suitable HRIS Software in Dcastalia Limited. I have conducted a literature review on the HRIS system to discuss and elaborate on the project topic.

4.2 Literature Review

The literature review is required to comprehend the discussions and studies that have been done that are pertinent to the topic. If I can gather the relevant information on HRIS in the form of a written report, it will also be helpful when conducting research.

4.2.1 HRIS (Human Resource Information System)

Human Resource Information System or HRIS is an advanced online-based software with many different functions such as

- Data entry
- Data tracking
- All HR-related processes inside an organization's data management.

Because of the effectiveness of the HRIS Software, nowadays maximum of modern organizations are using HRIS for their HR departments.



Figure 4.1: What is HRIS?

We can easily access the database from the HRIS. Moreover, every organizational activity and HR program-related procedure can be carried out effortlessly and without interruption due to the software. On-site servers, cloud storage, and third-party providers are the three storage options available in HRIS. HRIS also provides human resource planning and management. HRIS is an extensive set of features that aid in completing numerous important tasks inside a company more effectively. Some of the HRIS functions are given below:

- Applicant Tracking System (ATS)
- Training
- Succession planning
- Employee Self Service
- Reporting and Analytics
- Payroll
- Benefits Administration
- Performance Management
- Time and Attendance
- Directories
- List tracking
- Insight reports
- Performance Appraisal Indicator (KPI).

The author has provided the definitions below in purpose to be evident:

A human resources information system, often known as an HRIS, is software that can be used within the division to assist managers and team members in increasing productivity and the outcomes of their efforts. Users might decide that HRIS is a type of software program they want to implement in their company after taking a deeper insight into its advantages. **(Katyayani & Rani, 2015).**

According to **Brien, 2008** – Many organizations are shifting away from traditional approaches to human resource information systems and toward new approaches to personnel management.

More sophisticated information expert systems acting on human resource information systems primarily support outcomes in managing human capabilities. **(Ostermann, H., Staudinger, B., & Staudinger, 2009).**

The use of information technology has enhanced the efficacy and productivity of all human resource management principles, including strategy, the selection procedure, and human resource finance, learning and development, and other activities (HRM). The human resource information system (HRIS) has essentially evolved over time into an important segment of contemporary businesses. **(Kapoor, 2012), (Nishad Nawaz, 2013b), (Nishad Nawaz and Anjali, 2012), (Cedar Crestone, 2009)** Stated that today's HR managers disregard the capability of IT-based human resource activities and the widespread adoption of HRIS.

HRIS serves to acquire, save, preserve, evaluate, and recover the essential data regarding each company's employees. The primary function of HRIS is to collect and enable the analysis of the data necessary for the department of human resources management to effectively carry out its responsibilities. **(Anthony, Kacmar, & Perrewe, 2002; Weeks, 2013)**

Hendrickson (2003) figures that HRIS is considered to be the core of modern HRM, and it might benefit from practices that increase efficiency, effectiveness, and training support. Payroll, security, revenue, and provisional funds are typically included in compensation management. In this procedure, it is necessary to gather and manage a variety of data, including the nature of the illness or accident, medical reports, policies governing staff behavior, the people involved, and government data. HRIS has the capability to maintain all the data and records regarding these.

Additionally, HR experts are in charge of enhancing employees' learning, capabilities, and abilities through development and training. Human Resource Information system would assist employees in obtaining programs for training and development to improve an organization's overall performance. **(Jahan, 2014)**

4.2.2 Effective Components of HRIS

Controlling everything manually requires time and effort. There are many disadvantages of controlling or maintaining everything manually as the possibility of error is very high and sometimes there is a risk of losing the data. However, some specific functions of HRIS can ensure the safety to store and collect all the important data. Some effective components of HRIS are given below:

- **Database Administration and Maintenance:** Maximum HRIS provides a pre-built database where the admin can store all the data regarding every single employee. The function needs the data input in order to store all of the info. Once input is received, the system immediately begins to store the data. The admin can access all of the data from anywhere at any time after it has been successfully inputted. Moreover, HRIS can also be used to keep track of information on salaries, workers' emergency contacts, employment history, current contacts, performance review results, learning indicators, and other areas. This database serves as both the center for all HR-related tasks and a future digital workplace where there will be no manual or dependency upon any paper.
- **Regulating Time and Labor:** It's quite impossible monitoring the check-in and check-out times of hundreds of employees. As a result, the maximum organization asks employees to sign in using their fingerprints or the punch card provided by the organization. Moreover, we know that the continuing operational governance of this data is necessary. Thus, a good HRIS can formalize leave requests, tied to the data for payroll. Similarly, with the help of HRIS punctuality and attendance can be also tracked.
- **Functions for payroll:** According to **(Patel, 2017)** HRIS can also help maintain the payroll for the manager because the software also provides a Simple Calculation, it's easy to forecast, saves time, is a Safe Backup and it's also cost-effective. As a result, the manager's work will be much easier and error-free. It also helps increase tax compliance, which is a big advantage for the manager.
- **Benefits Administration:** As an all-in-one platform, HRIS includes information, questions, comments, and benefits communications. Moreover, it also provides rewards for retirement or healthcare.
- **Interface for the Employee:** In the HRIS, there is also an employee interface. Where an employee can see their remaining leaves for the year, they can update their personal information, scales of payments, and all of their relevant documents, and they can also download the papers. This process is really easy, it helps engage employees, and it also consumes time.
- **Talent acquisition and employee engagement:** A productive employee can produce productive ideas and operations in an organization. Thus, recruiting the right person for the right position is very important as it decides the organization's success. HRIS is a

very useful tool in terms of this kind of recruitment as well as retention. If an organization wants a satisfied employee then they must show career planning to the employee and they must provide training and rewards on basis of some parameters. It will boost the employee's confidence. The applicant experience is enhanced by HRIS, which also makes it simple for managers to locate, monitor, and recruit the best candidates.

4.2.3 Benefits of HRIS

HRIS adds a lot of value as the benefits of having HRIS software are very satisfying and it makes the manager's life easier. Some mentionable benefits of having an HRIS in an organization are given below:

- **Preservation of Records:** HRIS keeps all of the records of the documents of an employee. It is also easy to edit and modify those documents anytime and from anywhere. It's also so much of a reliable source in terms of personnel data and there is no chance that any data will vanish or be lost unless or until the whole server is hacked.
- **Reliability:** HRIS is very reliable and efficient as it consumes time and with a decent amount of useful features HRIS could make the manager's life easier. Moreover, it's easy to use and operate as well as a massive source of data. In case of any emergency, it's can generate a particular employee's data in an instant.
- **Onboarding / Of Boarding:** Maintaining the employee's Internship period, probation period, and total day worked is very difficult if any manager wants to maintain it manually. However, HRIS not only keep the records of those time period accurately but also produce the total working hours as well.
- **Strategy & Planning of HR operations:** HR operation requires a lot of data work. Tracking all the data and strategies of the company is very difficult for HRD. However, with the help of HRIS, all the data work becomes easy to trace and easy to maintain and plan the strategy of the organization. HRIS effectively contributes to this sector of the organization as well.
- **New Era:** There was a time when there was no HR department in the organization. After a certain period of time, all the organization felt the necessity of an HR department. Still, they were having a lot of trouble operating the department because of the massive

paperwork. The departments were losing a certain amount of data because it is very difficult to find data by searching all the papers. After those times, they felt the necessity of HRIS. With the new revolution, all the giant organizations adopted the HRIS to keep all of the data safe and easily accessible. Moreover, HRIS also reduces data duplication. Now, the organizations are fully shifted to digital HR departments, and they avoid the paperwork as HRIS does all the necessary things very smoothly.

- **Self-service of HR:** There are different interfaces for admin and employees. In addition, employees got easy access to the necessary information and they can use it by I as a result it consumes time and productivity. Similarly, the admin can access the database from anywhere in the world, creating a self-service HR practice in an organization.

4.3 Methodology

I have conducted qualitative research to collect data and information on the reason behind a software company like Dcastalia Limited not having an HRIS Software and what kind of HRIS Software they are willing to use. The qualitative research was conducted under unstructured interviews of the top management, team leads, and department heads. With qualitative research, I tried to collect data based on what kind of Software they wanted to use, how much they wanted to invest in the HRIS software, etc. Here are the two approaches I used to acquire information:

Qualitative research

- Unstructured interviews of the top management, team leads, and department heads.
- The person-to-person approach of several departments.
- Employee feedback

Secondary Sources

- Website of the organization.
- Previous HR reports.
- Existing HR handbook of the organization.

4.4 Findings and Analysis

4.4.1 Findings

I had a great opportunity to work with the head of marketing and the CEO of the company. As a result, I was able to access depth Information regarding the organization. Moreover, the organization's HR team lacked good planning of mission and vision. Similarly, they did not have any proper HRIS software to use. I found it a great opportunity for me to build up a proper HR team with a good vision and mission for Dcastalia Limited. To continue my research I used the qualitative method and so I prepared questioner and started unstructured interviews with the top management, team leads, and department heads. I approached person to person in different departments and I have also collected general employee feedback as well.

The table displays the interview data are highlighted sections along with my section-specific coding.

Pag e No.	Line No.	Textual Data	Code	Date
1	9	The organization was not ready to set an exact budget for HRD and a lack of decision-making is also a reason behind it.	Lack of decision-making	5-Sep-2022
1	5	Our organization always invested more in the developers and somehow we overlooked the fact that there is no HR activity inside the organization and this has become a real issue.	Overlooking HR activities	5-Sep-2022

1	9	The organization was not ready to set an exact budget for HRD	Specific budget for HRD	5-Sep-2022
1	14	The accounts officer used to maintain everything manually	Dependency upon Manual Inputs	5-Sep-2022
1	4	Now we are facing trouble for not having dedicated HR Personnel	No Dedicated HR Personnel	5-Sep-2022
2	25	If we want to keep track of the employees then HRIS software is a must	Importance of HRIS Software	5-Sep-2022
1	15	The organization always lacked productivity for not having any HR department or HR personnel.	No Dedicated HR Personnel	5-Sep-2022
1	11	The top management lacked decision-making and failed to understand the necessity of having an independent HRD in the organization	Lack of decision-making	5-Sep-2022
1	6	Somehow we overlooked the fact that there is no HR activity inside the organization and this has become a real issue.	Overlooking HR activities	5-Sep-2022
2	18	Because it's difficult to find out certain information from paper instantly and we felt the necessity of HRIS.	Importance of HRIS Software	5-Sep-2022

1	14	The accounts officer used to maintain everything manually	Dependency On Manual Inputs	5-Sep-2022
2	4	There was no proper pay rolling procedure in the absence of HRD	Poor Payroll	5-Sep-2022
1	10	The organization was not ready to fix an exact budget for HRD and the lacking in decision-making is also a reason behind it.	Lack of decision-making	5-Sep-2022
2	22	As there was no particular Budget for HRD, we could not implement any HRIS in the organization	Specific budget for HRD	5-Sep-2022
2	10	In the absence of HRD there was no proper selection and recruiting procedure	No specific procedure for recruitment	5-Sep-2022
1	3	We did not really realize the necessity of the HR Department	Necessity of HRD	5-Sep-2022
3	4	HRIS would be a great help as the software will provide every month's details report.	The necessity of a monthly report	5-Sep-2022
3	1	If we want to compete in the market we must maintain the performance of our developer and maintain performance KPI is a must	Necessity of KPI	5-Sep-2022

2	6	In this era we cannot just blindly entrust manual pay rolling and benefits	Dependency On Manual Inputs	5-Sep-2022
2	21	Implementation of HRIS is very important because we need a place where we can store the mass amounts of data under an umbrella.	Importance of HRIS Software	5-Sep-2022
1	18	As an organization, we did not have easy access to many of the necessary documents.	Lack of necessary documents	5-Sep-2022
4	15	Unfortunately, some of the books are missing due to the proper maintenance of book inventory.	No organizational Book Inventory	5-Sep-2022
1	5	Our organization always invested more in developers.	Investing more in developers	5-Sep-2022
1	7	The organization's CEO looked after the HR activity.	Overlooking HR activities	5-Sep-2022
2	1	As there was no HRD or neither was any HR personnel in the organization, there was no specific guardian for maintaining the organizational culture.	No Dedicated HR Personnel	5-Sep-2022
2	8	As a software development company, our developers require training on a daily basis. In the absence of HRD, less training, and a	No Training & Development	5-Sep-2022

		Development program were conducted.		
3	8	Implementing HRIS is great news because the software will also bring the proper parameter of KPI.	Necessity of KPI	5-Sep-2022
3	15	I prefer software that will maintain our monthly leave report, working hours, and attendance report, and we can switch every paperwork into a digital platform.	The necessity of a monthly report	5-Sep-2022
2	14	The lack of proper recruitment became a core problem for the organization as the organization needs developers who can utilize maximum productivity	No specific procedure for recruitment	5-Sep-2022
3	10	HR personnel can evaluate where the developers need training and which individual should get what kind of benefit.	No Training & Development	5-Sep-2022
4	19	The organization should invest more to build an independent HR department and HRIS besides investing in developers.	Investing more in developers	5-Sep-2022
2	12	There was fewer Benefit program as there was no dedicated HRD	Necessity of HRD	5-Sep-2022
2	19	Implementation of HRIS is very important because we need a place where we can store the	Importance of HRIS Software	5-Sep-2022

		mass amounts of data under an umbrella		
1	9	The organization was not ready to fix an exact budget for HRD	Specific budget for HRD	5-Sep-2022
3	3	we must maintain the performance of our developer and to maintain performance KPI is a must so that we will be able to understand where we need training and development	No Training & Development	5-Sep-2022
4	7	If we get an HRD and HR personnel then we will be able to share our all problems with them and hopefully, we don't have to go through a complicated procedure like we were going through so far	No Dedicated HR Personnel	5-Sep-2022
1	20	In our organization there was no specific format for anything, for example, there was no format for leave applications as well as other necessary important documents	Lack of necessary documents	5-Sep-2022
3	4	HRIS would be a great help as the software will provide every month's details report.	The necessity of a monthly report	5-Sep-2022

Table 4.4: Thematic Analysis

4.4.2 Analysis

From the thematic analysis, I figured out that Dcastalia Limited badly needs an Independent HR department and proper HRIS software as well. Because they faced a lot of difficulties to maintain important information through paper. Moreover, the implementation of HRIS in Dcastalia Limited is very important because they need a place where they can store mass amounts of data under an umbrella. During my internship period, I witnessed that their business is expanding rapidly and they are also onboarding a lot of new developers as well. They faced a lot of trouble for not having a proper HR department and proper HRIS software to use as a result now they are working on it and building up an HR department and are willing to go for high-end mid-range HRIS software. The new HR department and the implementation of HRIS will bring a revolution to Dcastalia Limited. They will compete with their competitors equally. However, if they fail to implement the HRIS and HRD in the organization then they might face a huge employee turnover from the organization.

4.5 Recommendations

Although Dcastalia Limited has decades of experience but still overlooked that they must build a strong HRD as their developers are the core resources for them. To maintain the core resources they must need an HRD. The time they have a strong HRD they will be a big giant in the relevant Industry. From my point of view some recommendations for Dcastalia Limited are given below:

- The Management should focus on creating an independent HR department.
- They need to maintain a monthly HR budget
- The organization should Purchase medium-range HRIS Software as soon as possible.
- They Must Conduct Training and development programs on a regular basis to utilize their resource at the highest level.
- Performance appraisal should maintain with the Software because they do it manually with an excel sheet.
- They need to increase engagement with the renowned university's Career Placement Office.
- The organization needs to convert everything from manual to technology-based.

- Dcastalia Limited has a lot of potential developers so they can introduce their own HRIS software. It might expand their business more.
- Their Pay rolling needs to maintain properly with software and need to give up maintaining everything manually. Because pay rolling with HRIS software will be more sustainable.

4.6 Summary and Conclusions

Any organization must have a department for human resources. When HR procedures and practices are executed correctly, organizations get long-term advantages that boost employee productivity and corporate expansion. Dcastalia Limited must establish an HRD as soon as possible and they must implement HRIS if they want to sustain in the long run because the technology is changing day by day so it is very important to adopt the new technology for management works. As a software company developers are the main resources for the organization so if they cannot utilize their resources properly it will bring failure at any time. Thus, they must implement HRIS software and an independent HRD to wrap up all the manual paperwork and maintain everything digitally. With the initiative, their valuable data will be secure and they can easily access the data anytime from anywhere in the world with the help of HRIS.

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Appendix A

Some part of the Questionnaire for Qualitative Research

Q 1: Why was there no dedicated HR department in the organization?

Answer 1: As a Software company we only focused on the Software and Website Department. We did not really realize the necessity of the HR Department. However, now we are facing trouble for not having dedicated HR Personnel.

Answer 2: Our organization always invested more in the developers and somehow we overlooked the fact that there is no HR activity inside the organization and this has become a real issue.

Answer 3: The organization's CEO looked after the HR activity. As he is a busy person so there was no organized HR department.

Answer 4: The organization was not ready to fix an exact budget for HRD and lack of decision-making is also a reason behind it.

Answer 5: The top management lacked decision-making and failed to understand the necessity of having an independent HRD in the organization.

Answer 6: The accounts officer and the CEO looked after the HR-related activities. The accounts officer used to maintain everything manually and this is how they maintained the activity but the organization always lacked productivity for not having any HR department or HR personnel.

Q 2: What are the difficulties you have faced for not having any HR Department?

Answer 1: To be honest, a lot. There were a lot of times we felt the necessity of an HR department. If we had an HR department then our life would be easier. As an organization we did not have easy access to many of the necessary documents as in our organization there was no

specific format for anything, for example, there was no format for leave applications as well as other necessary important documents.

Answer 2: As there was no HRD or neither was any HR personnel in the organization, there was no specific guardian for maintaining the organizational culture. As a result, we fall behind other organizations.

Answer 3: There was no proper pay rolling procedure in the absence of HRD. This was one of the core difficulties in my opinion. Because in this era we cannot just blindly entrust manual pay rolling and benefits.

Answer 4: In my opinion, every organization needs to conduct training and development programs. As a software development company, our developers require training on a daily basis. In the absence of HRD, there was less training, and a Development program was conducted.

Answer 5: In the absence of HRD there was no proper selection and recruiting procedure as a result the company could not hunt for the best head for the organization.

Answer 6: There was fewer Benefit program as there was no dedicated HRD or HR personnel as a result the organization could not enhance productivity to a maximum level. Moreover, the lack of proper recruitment became a core problem for the organization as the organization needs developers who can utilize maximum productivity.

Q 3: Why do you think Implementing HRIS Software will add value to the organization?

Answer 1: We faced a lot of difficulties to maintain important information through paper. Because it's difficult to find out certain information from paper instantly and we felt the necessity of HRIS.

Answer 2: Implementation of HRIS is very important because we need a place where we can store the mass amounts of data under an umbrella and it will be easy to access and HRIS can help a lot.

Answer 3: As there was no particular Budget for HRD, we could not implement any HRIS in the organization. However, our team members are increasing day by day. If we want to keep track of the employees then HRIS software is a must.

Answer 4: The culture of our organization is very flexible. However, if we want to compete in the market we must maintain the performance of our developer and to maintain performance KPI is a must so that we will be able to understand where we need training and development. HRIS would be a great help as the software will provide every month's details report.

Answer 5: If we implement HRIS then it would be very beneficial as we can maintain everything automatically, especially the daily attendance. The software will also provide the leave report for a month or a year.

Answer 6: Implementing HRIS is great news because the software will also bring the proper parameter of KPI and the HR personnel can evaluate where the developers need training and which individual should get what kind of benefit.

Q 4: What kind of software do you prefer to implement on the new HRIS system?

Answer 1: As our team is not that big so in my opinion High-end mid-range software would be a great choice for our organization. The software must have features that we can switch from poor manual pay rolling to a digital pay rolling system.

Answer 2: I prefer software that will maintain our monthly leave report, working hours, and attendance report, and we can switch every paperwork into a digital platform.

Answer 3: I want a kind of HRIS software where I can see my remaining leaves, my Current KPI, my working hours, etc. I prefer software with an employee interface.

Answer 4: In my opinion, the software should help us with instant response for example if I want to see the upcoming birthdays of an employee next month then the software should instantly give me the data about those.

Answer 5: I prefer software where there will be a feature where every employee's individual profile will be stored, including their KPI, Career growth, birthday, joining date, pay rolling, address, CV, NID, blood group, book inventory, and every possible information.

Q 5: What would be your approach if a new HRD is formed and an HRIS is implemented in the organization?

Answer 1: Oh my god! It is really great news for all the employees. Because if we get an HRD and HR personnel then we will be able to share our all problems with them and hopefully we don't have to go through a complicated procedure like we were going through so far.

Answer 2: I will welcome the new department and the HR personnel as they will bring advanced software and it will help us to fill up the gap we were facing so far.

Answer 3: Well, I would warmly welcome the department because the new HRD and implementation of HRIS mean now all the overlooked HR operations will run smoothly and that will create a great work environment for the employees.

Answer 4: To be honest I am a person who loves to read books. In Dcastalia Limited I have contributed a lot of books but unfortunately, some of the books are missing due to the proper maintenance of book inventory. I would like to request the new HR personnel to maintain a proper book inventory and keep records of the books through HRIS.

Answer 5: My suggestion to the top management would be the organization should invest more to build an independent HR department and HRIS besides investing in developers. And yes I would gratefully welcome the new Technology and the department.

Appendix B

ID card for Interns in Dcastalia Limited

