



**Daffodil**  
*International*  
**University**

## **Internship Report On**

**“An analysis of Human Resource Information System (HRIS)  
Application of FAIR GROUP.”**

**Date of submission: 15.09.2023**

**FAIRGROUP**



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## **Internship Report**

**On**

“An analysis of Human Resource Information System (HRIS)  
Application of FAIR GROUP.”

### **Submitted To**

Md. Alamgir Hossan  
Assistant Professor  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University

### **Submitted By**

Md. Al Imran  
ID: 211-14-3273  
Program: MBA  
Major: Human Resource Management  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Date of Submission: 15.09.2023**

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**This Internship Report is submitted to the Department of Business Administration,  
Daffodil International University for the fulfilment of Partial Requirement for the  
Degree of Master of Business Administration (MBA)**

PRIVATE & CONFIDENTIAL

Ref:- Fair/FEL/HR/HO/Appoint/2022/02/014

Date: January 09, 2021

**Mr. Md. Al-Imran**

S/O: Md. Luthfor Rahman &amp; Golshanara Begum

**Present Address:** House- 19, Road- 02, Chad Uddan Housing, PO- Mohammadpur, PS- Mohammadpur, Dist- Dhaka.**Permanent Address:** Vill- Nurpur, PO- Hatshamganj, PS- Ghoraghat, Dist- Dinajpur.Subject: **Letter of Appointment for the post of 'Executive'.**

Dear Mr. Al-Imran

With reference to your application and subsequent interview we are pleased to offer you employment with Fair Electronics Limited (hereinafter referred to as the "Company") under the following terms & conditions:

**1. Position and Department**

You are appointed as Prob. Executive in Information Technology Department with effective from March 01, 2022 with Fair Electronics Limited.

**2. Duties & Responsibilities**

You are employed as **Executive** and will directly report to **Manager, IT Support**. Your immediate supervisor may change from time to time. You will be notified of such changes at the appropriate time. You will be based at the Head Office, Dhaka. It is a condition of this offer that as an employee of the Company you are committed to accept certain mobility of career, which may lead to transfers in different locations of the country.

You shall faithfully carry out duties and responsibilities that are assigned to you to the best of your ability, using proper care and diligence, and generally, shall always act in the best interests of the company. You will also undertake to perform any other duties that may be required in accordance with the company's instructions.

**3. Working Hours**

The working hours are 8.30 a.m. to 6.00 p.m., Saturday to Thursday. You may be required to work beyond the basic working hours for successful accomplishment of your responsibilities. Your salary is inclusive of incidental overtime and therefore there will not be any payment as overtime allowance. The Company reserves the right to change the working hours and rest period.

**4. Total Compensation**

Your monthly consolidated compensation will be BDT- 20,000/- (Twenty Thousand Taka) inclusive all benefits. Your monthly salary, after deductions will be paid to the bank account as specified by you. The payment of your salary shall be subject to statutory deductions as required in accordance with applicable legislation. Your salary may increase on the basis of your performance appraisal in every year after the completion of your probationary period.

**5. Incentives & Bonuses**

Based on the performance of the Company and individuals the Company may pay an incentive/bonus to all confirmed employees. This is not a guaranteed payment and will be dependent upon the achievement of the performance standard set from time to time. Employee who leaves before the payment date for any reason whatsoever shall not be entitled to this incentive/ bonus.

You are entitled with two Festival Bonus each year, which is equivalent to 50% of your gross salary and is applicable only after completion of Six (06) months of service with Fair Electronics Limited.

HRM Department

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## LETTER OF TRANSMITTAL

Date: 09.09.2023  
Md. Alamgir Hossan  
Assistant Professor  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University

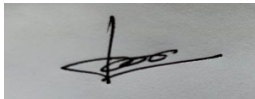
Subject: Submission of Internship Report on an analysis of Human Resource Information System (HRIS) application of FAIR GROUP.

Dear Sir,

It gives me great pleasure to be able to work under your kind guidance to create my internship report on “an analysis of Human Resource Information System (HRIS) application of FAIR GROUP” for the MBA program. I did my best to prepare the report in accordance with the highest level under your helpful guidance.

I have done everything possible to demonstrate more understanding in this article. Please give me your honest assessment of my efforts and permit my paper to satisfy the standards of the MBA program.

Sincerely yours

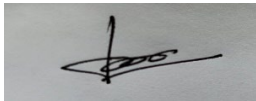


Md. Al Imran  
ID No: 211-14-3273  
Program: MBA Major in HRM  
Department of Business Administration  
Daffodil International University

## PROCLAMATION

I, Md. Al Imran, hereby announce that the following internship report titled “**An Analysis of Human Resource Information System (HRIS) Application of FAIR GROUP**” is solely prepared by me right after the completion of my internship at the HR Department, Fair Group in Banani, Dhaka under the supervision of **Md Alamgir Hossan**, Assistant Professor, Faculty of Business and Entrepreneurship.

This report was written with my academic needs in mind, not for any other reason, even though the people involved might find it useful for making HR policy better.



.....  
**Md. Al Imran**

ID: 211-14-3273

Program: Major in HRM

Department of Business Administration

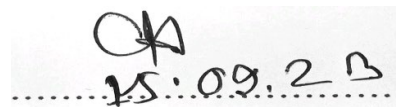
Daffodil International University

## LETTER OF AUTHORIZATION

This is to certify that the work of “An analysis of Human Resource Information System (HRIS) application of FAIR GROUP” is an original worked of Md.Al Imran, **ID #211-14-3273**, Major in HRM, Department of Business Administration, Daffodil International University, Daffodil Smart City, completed his internship report under my supervision and submitted for the partial fulfillment of the requirement for the award of Masters of Business Administration (MBA) from Daffodil International University (Daffodil Smart City).

As part of his internship, he worked in the Human Resources department of the Fair Group, located in the Banani area of Dhaka. I am pleased to report that he adhered to all the necessary procedures to finalize the report. The report contains all the relevant information, data, analysis, and findings from credible sources. Therefore, the report seems to have been completed successfully.

I wish him all the best in his future endeavors.



Handwritten signature and date: 15.09.23

.....  
Signature of the Supervisor  
Md. Alamgir Hossan  
Assistant Professor  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University.

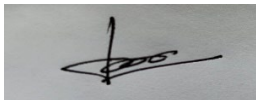
## ACKNOWLEDGEMENT

First, I want to express my gratitude to the Almighty ALLAH for granting me the stamina to carry out my intern duties and finish the report by the deadline. My faculty advisor, Md. Alamgir Hossan, an assistant professor at Daffodil International University, has my eternal gratitude for her unwavering guidance throughout my organizational attachment period. As my organizational Supervisor, Shehab Uddin, Deputy Manager HR & Compliance, is also appreciated. Without their guidance, it would not have been possible to complete this report to this point. I have had the most amazing time working on this paper, which is named “An analysis of Human Resource Information System (HRIS) application of FAIR GROUP”. My gratitude goes to the entire Business Administration Department of Daffodil International University for arranging an Internship Program that facilitates the integration of theoretical knowledge with a real-life situation. Finally, I would like to convey my gratitude to Alak Chakrabarty (Head of HR), Shehab Uddin (Deputy Manager, HR & Compliance), Syed Mostofa Tanvir Wahid (Deputy Manager, HR Payroll), Arzo Ahmed (Assistant Manager, HR), Md. Shaher Al Farazdak Setu (Assistant Manager, IT-Software), Abu Sayed Miazi (Deputy Manager,IT). In addition, I would like to extend my appreciation to my fellow members of the Fair Group, seniors, and colleagues who have provided invaluable guidance, advice, motivation, and assistance. I also would like to acknowledge the outstanding working atmosphere and commitment of the organization that has allowed me to focus on a variety of matters.

## DEDICATION

Every good thing has its creator. This time it was my parents. Their unwavering support and care propelled me to a point where all I could accomplish was this report and so much more. In light of these circumstances, I'd like to express my sincere gratitude to my mother, father, and all my family members, who I regard as the most significant individuals in my life. I would like to thank them in the meantime for bringing me into this world and for all that I have achieved so far and will continue to accomplish in the future.

May Allah grant them long life.



.....  
**Md. Al Imran**

ID: 211-14-3273

Program: Major in HRM

Department of Business Administration

Daffodil International University



## Executive Summary

In 1998, the company started as Fair Trade International, mainly engaged in import and trading business, and gradually became Fair Group. By delivering world-class brands to the doorstep of consumers, we have earned the trust and love of all corners of Bangladesh. Fair Group worked with Samsung to establish a Fair Electronics manufacturing facility in Narsingdi to maintain global standards. Samsung mobile phones, refrigerators, TVs, air conditioners, microwave ovens and washing machines are manufactured with pride of being 'Made in Bangladesh'. Fair Technology, a business unit of Fair Group, has successfully constructed a factory with the world-renowned car manufacturer Hyundai at Bangabandhu Hi-Tech Park in Gazipur, Dhaka, to enrich Bangladesh's car manufacturing industry. This report is required for the Master's in Business Administration (MBA) program and the title is "An Analysis of Human Resource Information System (HRIS) application of FAIR GROUP" must be submitted to Daffodil International University. The main goal of this report is to learn about FAIR GROUP's HRIS. It's divided into five parts. The first part covers the basics, like where it came from, what the goals are, how it's collected data, what the limitations are, and what the internship experiences were like. The second part covers the company's mission, goals, and strategies. The third part looks at how FAIR GROUP uses HRIS, its modules, HR Capital Management, and other HRIS management systems. The fourth part looks at FAIR GROUP's analysis and findings. And the fifth part looks at recommendations and conclusions. It was a pleasure working as an intern at FAIR GROUP. They always make sure their customers and employees get the best service.

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| 7         | Has this HRIS app made corporate life easier?                                   |
| 8         | Is HRIS focused on senior management and executive decision-making?             |
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| 6         | Homepage of HRIS for HR               |
| 7         | Employee Attendance Status            |
| 8         | Leave approval management module      |
| 9         | Short Leave management module         |
| 10        | CL, ML & WOPL leave management module |
| 11        | Payroll Management system             |

## List of Abbreviations

| Short Form | Full Form                          |
|------------|------------------------------------|
| HRIS       | Human Resource Information System  |
| HRMS       | Human Resource Management System   |
| HCM        | Human Capital Management           |
| APIs       | Application Programming Interfaces |
| LMS        | Learning Management System         |
| HRD        | Human Resource Department          |
| FMCG       | Fast-moving consumer goods         |
| CFO        | Chief Financial Officer            |
| CMO        | Chief Marketing Officer            |
| SBU        | Strategic Business Unit            |
| VAT        | Value Added Tax                    |
| KPI        | Key Performance Indicator          |
| ROI        | Return on investment               |
| FY         | For Year                           |
| IT         | Information Technology             |

# Chapter:1

## Introduction

## 1.1 Introduction

In this new era of globalization, technologies are constantly evolving. The constant evolution of technology necessitates that the organizational leaders are aware of different types of technologies that enhance the overall quality and efficiency of the organization. Human resource information systems have evolved continuously since their initial introduction to the point where they are beyond their original purpose, which is to transform paper records into electronic databases. In human resource information systems, the introduction of payroll systems is done to manage and control the HR function and policies. HRIS Software is developed for different organizations with separate features such as the data storage system. The established HRIS system assists the organization in organizing the employee information efficiently, accurately and safely. Evolution of modern HRIS systems is a quality tool that is widely used by HR Professionals regularly for several purposes. The advantage of HRIS system is that it keeps the organization records accurate and up-to-date that permits them to arrange for future growth of the companies. (Prof. Swati Bankar, 2017). HRMS (human resource management system) or human resource information system (human resource information system) refers to systems and processes that sit at the interface between HRM and information systems. It combines HRM (human resource management as a discipline, and in particular, its fundamental HR activities and procedures) with information technology (IT). Whereas the programming of the data processing systems developed into standard routines and ERP software packages. (Arora, 2013) Information needs to be treated just like any other resource or asset in your organization. It needs to be organized, managed, and distributed effectively in order to deliver high-quality information. Information flows within your organization in four fundamental ways: Up, Down, Horizontal, Outward / inward. With so much information flowing within your organization, it will come as no surprise to you that information systems play an important role in your organization. The information systems field is one of the fastest-changing and most dynamic of all business professions, because information technologies are one of the most critical tools for achieving business firm's key goals. Until the mid-1950's, companies managed all of their information flow through paper records. Over the last 60 years, the vast majority of business information and information flows between key business actors in an environment have been computerized. Firms invest in information systems for the business objectives such as achieving operational excellence (productivity, efficiency, agility), developing new products and services, attaining customer intimacy and service, improving decision making,

achieving competitive advantage and ensuring survival. (Ms. Papia S Nath, 2015) Human resource departments need a lot of information about the different activities in the organization, such as HR planning, Recruitment and Selection, Training and Development, Payroll, Employee-Employer Relationships etc. The contribution of the personnel management department to the functioning of the organization is largely dependent on the quality and the quantity of information it holds. A lot of human resource activities and a lot of human resource professionals are involved in obtaining and updating the database. Acquiring, storing and retrieving all this information is a huge challenge for the management. Once the database is established, maintenance becomes much easier but it is important to remember that the information is secure and the privacy of the employees is protected.

## **1.2 Literature Review**

Studies show that HRIS applications in human resource (HR) help in achieving primarily three objectives (Broderick and Boudreau, 1992). Tannenbaum (1990) defined HRIS as a technology-based system used to acquire, store, manipulate, analyse, retrieve and distribute pertinent information regarding an organisation's human resources, consistently. Kavanagh, Gueutal and Tannenbaum (1990) defined it similarly as a system used to acquire, store, manipulate, analyse, retrieve and distribute information regarding an organization's human resources. Bohlander and Snell (2011) define "human resources information systems as a system that develops current and accurate information for decision-making and monitoring. As they report, according to a recent survey, most of applied information technology has been to maintenance staff's information, monitoring salary operations, keeping information about absences and doing administrative affairs and employment and training programs. Computerized system is just for collecting, storing, maintaining, retrieving organization's required data about its employees. In addition to the above usages they are developed to help planning, administrative functions, decision making and controlling human resource management activities. Many studies have been carried out on various applications of HRIS (Ball, 2001; Cedar Crestone, 2006; De Alwis, 2010; Kinnie and Arthurs, 1996; Lin, 1997; Teo et al., 2001; Saharan and Jafri, 2012). A Human Resources Information System "**HRIS**" is a software or online platform that enables companies to manage and automate their human resources processes and data. It plays a key role in managing employee information, tracking performance, streamlining administrative tasks, and supporting strategic decision-making. Hendrickson (2003) put emphasis on the notion of HRIS which, in his view, is seen as

crucial to any organizational information system having many facets. In such view, HRIS is not only represented by computer-based tasks or HR-related programs; rather it comprehensively involves people, structures, strategies, processes and information. In a similar vein, HIRS is believed to be a systematic process of “collecting, storing, maintaining, retrieving and validating data needed by an organization about its human resources, personnel activities, and organization unit characteristics” Kavanagh, Gueutal and Tannenbaum (1990: 8). HRIS centralizes all employee data, including personal information, job history, performance records, training records, benefits, and other information. It offers a systematic and structured method to store, access, and update personnel information, decreasing the need for human paperwork and avoiding mistakes. This increases data accuracy while saving time and effort. Researchers have made various suggestions regarding how HRIS applications may support organizational processes (Hendrickson, 2003; S.C. Kundu, Rajesh Kadian, 2012). HRIS is most extensively utilized at the EDP level, followed by the MIS and DSS levels (Lin, 1997). many studies have shown that companies have started using sophisticated HRIS like training and development, performance management, compensation management and corporate communication (Cedar Crestone, 2006; De Alwis, 2010; Saharan and Jafri, 2012). Automation, streamlining administrative tasks, deletion of repetitive activities and the subsequent effects of these applications help HRIS to achieve basic purpose of cost and time reduction, process automation and efficiency gains (Altarawneh and Al-Shqairat 2010; Ball, 2001; Martinsons, 1994; Ngai and Wat, 2006; Ruël et al., 2004). HRIS delivers real-time, real-time data, real-time analysis, real-time reporting, real-time analytics, and real-time insights. This allows HR managers, decision makers, and decision-makers to make better decisions based on real-time data. For instance, HRIS reports can be used to track employee performance, track turnover, track training needs, track employee demographics, and help organizations identify trends, solve problems, and create effective strategies. Human resource information systems often include employee-facing portals and mobile apps. These platforms allow employees to access and update personal information, ask for time off, see pay slips, sign up for benefits, and gain access to relevant HR policies, documents, and policies. Employee self-service capabilities improve employee engagement and communication, reduce HR management, increase productivity, improve employee engagement, guarantee compliance, and add to cost savings. All in all, HRIS plays an essential role in the management and optimization of human resources within enterprises.



## 1.3 Origin of the Report

My position report is the one that will have the most influence over me and my career. And the excessive diligent effort I had here. The report was created for position reporting rules and mandatory requirements. I have edited and produced this report based on the ideas of my hard-working experience under the guidance of Md. Alamgir Hossan, Assistant Professor, Faculty of Business & Entrepreneurship (FBE), Daffodil international University. And the topic of my position is "An Analysis of Human Resources Information System (HRIS) Application of the FAIR GROUP", and because of this, the work report has too many prospects for my future life.

## 1.4 Objectives of the Study

### 1.4.1 Broad Objectives

The Broad objective is to manage employee's information system, internal job posting system, payroll management, time and attendance tracking, benefits administration, Performance management, Training and development etc. I also put out the effort and tried to learn the various HRM practices as well as HR policies. The following goals must be taken into account for this ambition to be attainable.

### 1.4.2 Specific Objectives

The specific goal quadrangle ends in terms of ability, movement, motivation, attitude, knowledge, power, and action. A specific goal should clarify what is expected of you to fulfill the abusive behavior. "An Analysis of Human Resources Information System (HRIS) Application of the FAIR GROUP" which is finished to investigate the system. There are some specific targets that I have found:

- ✓ To understand the human resource information system application of Fair Group.
- ✓ To analyze the human resource information system application of Fair Group.
- ✓ To provide some recommendations based on findings.

## 1.5 Scope of the Study

Figuring out the scope of the research can take into account a very large and diverse range of factors. Her Banani branch of restricted FAIR GROUP staff helped in preparing important and

generic reports. On the other hand, I had difficulty finding some information due to my confidential and confidential expertise. The report is written systematically, methodically and methodically, from topic choice to final report writing.

## **1.6 Methodology of the Study**

### **Choice of the Topic:**

The subject matter was chosen by my honorable superior, and every time Sir had delivered powerful and muscular information, it was referred to him with the utmost fulness.

### **Data employed in the research:**

The report was created or created based on the idea of the secondary information assortment. Like. Internet pages, newspapers, business reports, magazines, etc. The report was produced along with major knowledge assortments such as workplace visits and table work.

## **1.7 Sources of data Collection**

There are two categories of knowledge assortment.

- **Primary Sources.**
- **Secondary Sources.**

### **1.7.1 Primary Sources:**

- Questionnaire
- Direct information
- Practical table work.
- Hands-on skills.
- Face-to-face meetings with manager.

### **1.7.2 Secondary Sources**

- Articles
- Books
- Fair Group's native website.
- Research activities
- Newspapers,
- Web surveys.

- Various documents are provided by the officers of the company.
- Fair Group annual reports are restricted.

## **1.8 Limitations of the Study**

Even when I was preparing this report, it was very difficult to put all legal and valid information about this company here. So, it would be impractical and impractical to put all the inside information here.

- ✓ I had to prepare this report to speak to the person I interviewed. They were busy and didn't want to work.
- ✓ I had to ask them all their knowledge, which was a bit boring.
- ✓ Also, one of the disadvantages I faced was that the issue was so limited and inadequate that the company's management did not like to share important information.

# **Chapter-2**

## **Organizational Overview**

## **2.1 History of the FAIR GROUP**

In 1998, the company started as Fair Trade International, mainly engaged in import and trading business, and gradually became Fair Group. By delivering world-class brands to the doorstep of consumers, we have earned the trust and love of all corners of Bangladesh.

In 2017, Fair Group worked with Samsung to establish a Fair Electronics manufacturing facility in Narsingdi to maintain global standards. Samsung mobile phones, refrigerators, TVs, air conditioners, microwave ovens and washing machines are manufactured with pride of being 'Made in Bangladesh', creating more than 3000 job opportunities. Fair Group has made Samsung Mobile the fastest growing mobile brand in Bangladesh's mobile segment with its strong sales network and relentless efforts of its employees.

Fair Technology, a business unit of Fair Group, is an authorized distributor and after-sales service provider for Hyundai passenger vehicles in Bangladesh. In 2021, Hyundai and Fair Technology jointly announced the establishment of Hyundai's manufacturing facility at Bangabandhu Hi-Tech Park in Kaliakoir, Dhaka. In recent years, Fair Group has made diversified investments in mobile devices, consumer electronics, FMCG contract logistics, manufacturing, IT solutions, automobiles, Food and Beverage Retail, and Café.

Our dynamic team works tirelessly to ensure and maintain compliance with hygiene, standards, and operational guidelines. We promise the best, from manufacturing to distribution and sales to customers. Today, over 900 business partners act as effective thinkers, innovators, team players, and leaders, forming the group's main driving force and growth engine. We represent some of the world's most famous brands. Samsung, Hyundai, Secret Recipe, Olitalia, Pasta Zara, Tong Garden, Alfa, Al Shifa and India Gate are Fair Group's leading brands in Bangladesh.

## 2.2 FAIR GROUP at a glance:

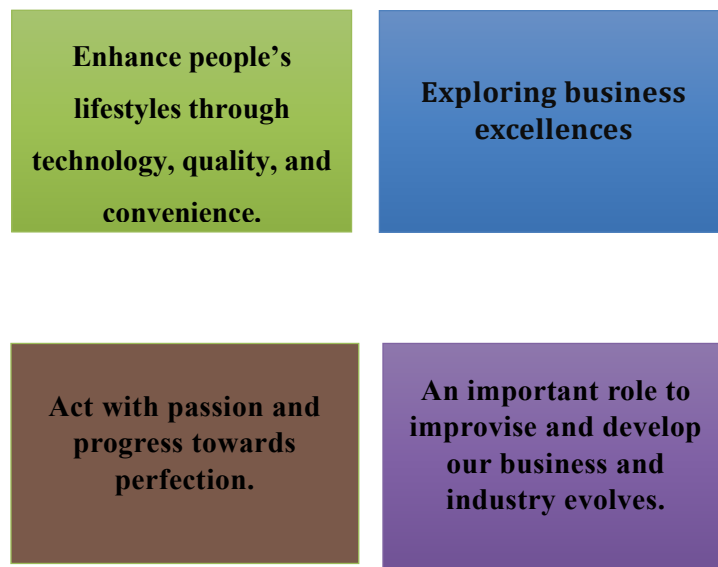
| <b>Name</b>     | <b>Fair Group</b>  |
|-----------------|--|
| Established     | 1998   |
| Head Office     | 76/B, Khawaja Palace, Road-11, Banani, Dhaka-1213, Bangladesh  |
| Total Offices   | 4  |
| Office Location | Autograph Building, 67 & 68 Kemal Ataturk Ave, Banani, Dhaka 1213, Bangladesh; 76/B, Khawaja Palace, Road-11, Banani, Dhaka-1213, Bangladesh; Level-5, 20 Bir Uttam Aminul Haque Sarak, Dhaka 1212, House# 82, QCR3+9QW Lintoo Centre, House No. 82, Block# D Road No. 11, Dhaka 1213. |
| Industries      | Automotive (Hyundai) & Electronics manufacturing (Samsung)   |
| Company size    | 3000+ employees  |
| Headquarters    | Autograph Building, 67 & 68 Kemal Ataturk Ave, Banani, Dhaka 1213, Bangladesh  |
| Business Unit   | Fair Electronics Limited, Fair Technology Limited, Fair Distribution Limited, Fair Connection Limited, Fair Solution Limited, Fair Food & Life Style, Pepperoni, Secret Recipe, Fair Mart  |

| <b>Type</b>  | <b>Privately Held</b>  |
|--------------|--|
| Specialities | import and trading business, Retail Sales, after-sales service, authorized distributor |

**Table 1:** Fair Group at a glance

## 2.3 Mission of the company

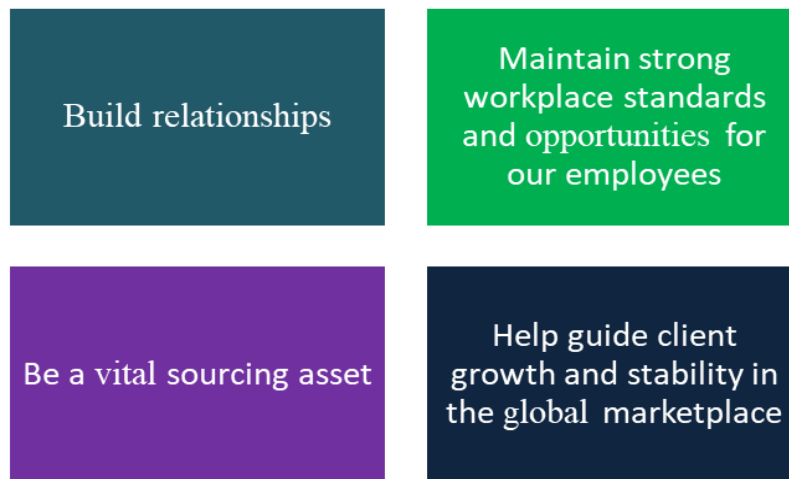
We are on a mission to achieve new heights and discover our way of doing business with integrity within ethical work processes. Now is not the time to dream but to do. It's time to act with passion and to strive for excellence. Fair Group has achieved its objectives by setting high standards, providing operational excellence and protecting the interests of our partners and partners. With a long history in the mobile industry, consumer electronics and FMCG as well as in the F&B industry across the nation, we act responsibly while improvising to grow our business. We play an essential role in the development of the industry.



**Figure 1:** Mission of the company

## 2.4 Vision of the Company

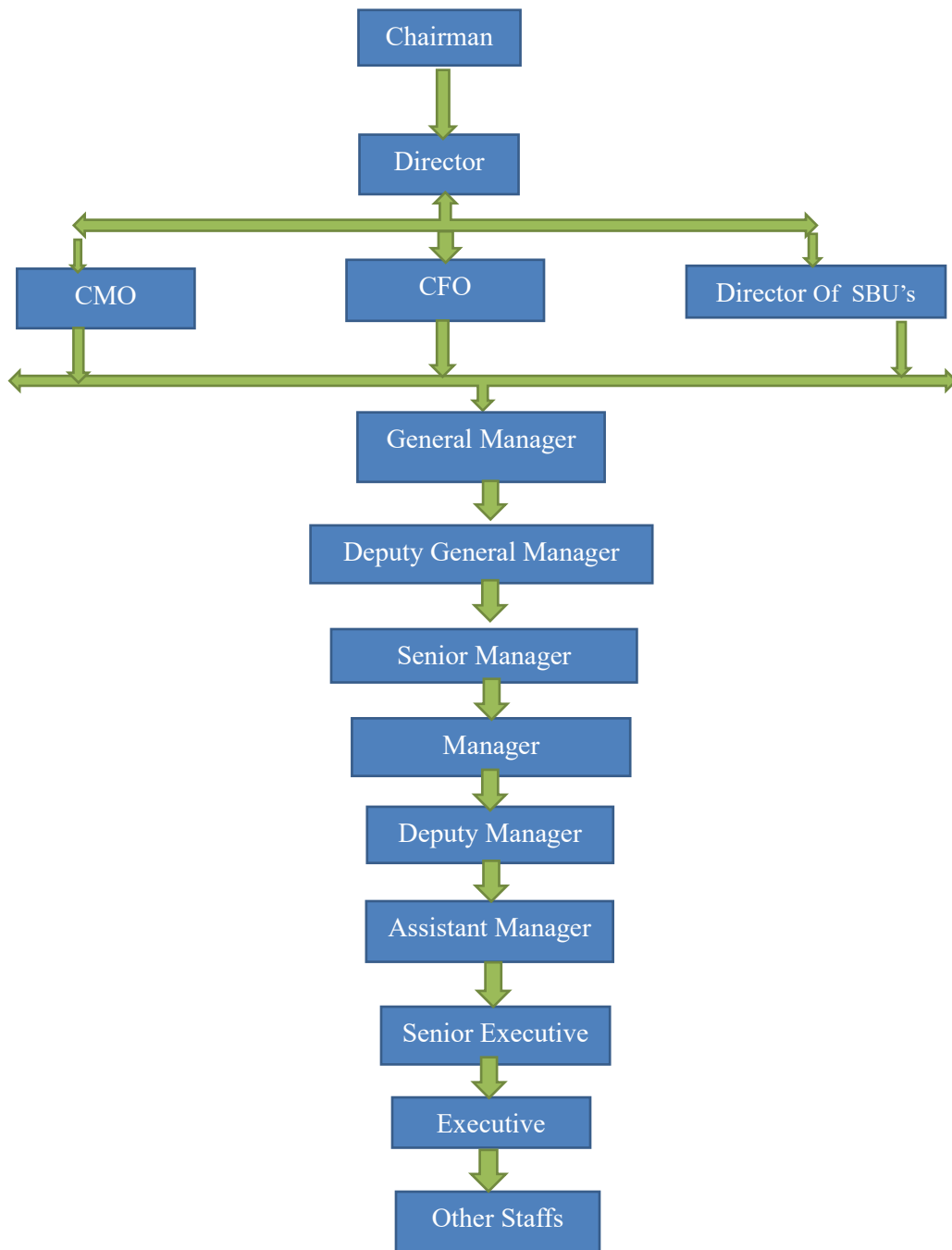
In addition to the ‘what’, a vision statement also includes a ‘why’ and a ‘how’. A company’s goals and objectives change over time. As a result, a vision statement needs to be updated as needed to reflect the evolving corporate culture as objectives are met. The vision of FAIR Group is:



**Figure 2:** Vision of the company



## 2.5 FAIR GROUP's organogram chart:



**Figure 3:** FAIR GROUP's organogram chart

## 2.6 Objective of the FAIR GROUP

Fair Group is one of the fastest growing corporate conglomerates in Bangladesh. In 1998, the company started as Fair Trade International, mainly engaged in import and trading business, and gradually became Fair Group. By delivering world-class brands to the doorstep of consumers, we have earned the trust and love of all corners of Bangladesh. The foremost necessary objectives square measure given below:

- ✓ Fair business practices.
- ✓ Delivering world-class brands to the doorstep of consumers.
- ✓ Strong Operational Control
- ✓ Dedicated Business Associates
- ✓ Deals Only with Renowned Global Brands
- ✓ Diversified Business Portfolio.

## 2.7 Values and Products

We value our employees above all else. Only they can truly deliver on their promise of providing quality service and knowledgeable business solutions to many of the world's most dynamic companies. We recognize that only talented, satisfied, and motivated individuals can deliver the Fair Group's level of quality and service. Our dynamic team works tirelessly to ensure hygiene, standards, and operational guidelines and to keep compliance with them right. We promise the best, from manufacturing to distribution and sales to customers. Today, over 900 business partners act as effective thinkers, innovators, team players, and leaders, forming the group's main driving force and growth engine. Our dynamic team works tirelessly to ensure and maintain compliance with hygiene, standards, and operational guidelines. We promise the best, from manufacturing to distribution and sales to customers.

We represent some of the world's most famous brands. Samsung, Hyundai, Secret Recipe, Olitalia, Pasta Zara, Tong Garden, Alfa, Al Shifa, and India Gate are Fair Group's leading brands in Bangladesh.

We have nationwide intense distribution with central and regional warehouse across Bangladesh. 24 X 7 relentlessly, our team works to ensure distribution excellence.

## **2.8 My Internship Experiences at FAIR GROUP**

### **2.8.1 Overview of the Internship Experiences**

FAIR GROUP is an excellent place for graduates like me to learn different things in the workplace. FAIR GROUP also promotes a healthy work-life balance among its employees. Fair Group also offers an excellent working environment that minimizes stress in the workplace. I started internship at FAIR GROUP on the 1st of February, 2023 as an intern working in the HR Department at the Dhaka Headquarters of FAIR GROUP. Since the first day of my internship, I have completed all the tasks assigned to me. In the HR department of FAIR GROUP, I was responsible for different HR related tasks. As I worked more and more, I became more efficient and more tasks were assigned to me, for which I was grateful.

Every day was a challenge for me like –

- ✓ To complete the task,
- ✓ Organize your work,
- ✓ Get used to the new atmosphere,
- ✓ And increase company satisfaction.

Sometimes, I did things I hadn't done before. On a daily basis, I was given various HR and administrative duties. I've learned that the more I'm optimistic, the more new experiences I can acquire and gain that will help me succeed in the company. Day after day, I started learning how to be more positive, how to handle challenges, how to manage my workload, and how to be more efficient. After a couple of days, I thought I was doing great. The first couple of days of my intern would have been a lot easier if I'd learned my lesson earlier. I feel like a different person since I finished my internship with Fair Group. Every single moment of my life, every new thing that happened to me, every comment that came out of my mouth, every judgment that I made, all contributed to my growth as a person. I learned a lot about the company culture, different organizational processes, new talent, strategies, etc. This internship gave me the skills to deal with different organizational situations going forward. I am so fortunate to be a part of such an innovative and forward-thinking group. They inspired me to handle many difficult situations that I would have been unable to handle as a new grad. All my peers inspired me by their constant support and encouragement. When I started working at Fair Group I was a bit nervous because I didn't know what I was going to get out of the company. The Fair Group department welcomed

me warmly. They taught me a lot without expecting me to do anything for them. I am so thankful that I am part of such an amazing group.

## **2.8.2 Job duties I have that are relevant to HRIS**

I did a lot of HR and HRIS work during my internships at Fair Group.

### **a) Collecting employee data from papers and documents:**

Fair Group employs over 3,000 full-time and part-time employees. Each employee has a file with detailed information collected for various use cases. As a trainee, I often learned what I needed to know from the files.

- Resume,
- a copy of the NID,
- a birth certificate.
- And Passport Size Photos.

### **b) How to identify Information Gaps:**

I needed to identify where my employee data gaps were. I needed to identify many critical evidence sources such as -

- ✓ NID number,
- ✓ emergency contact number.
- ✓ date of birth.
- ✓ blood type

etc. was not listed on the employee's resume or other documents. Gaps in information should have been identified so they could have been easily remedied. No personal file is perfect without it. And HRIS is useless without it.

### **c) Keep personnel files up to date with all important documents:**

A special file is created for each employee and contains many important documents such as:

- ✓ NID copy,
- ✓ Birth certificate,
- ✓ letter of appointment,
- ✓ leave form, etc.

This file is considered very important and confidential. These files should be created from relevant records of newly hired staff or employees.

#### **d) Input relevant data into HRIS using Microsoft Excel:**

It's not uncommon for some data to be missing. I was asked to look for errors in various documents, Excel, and other files, highlight any errors, and suggest fixes. We then input the information into Fair Group's HRIS.

#### **e) Checking the employee ID card:**

While I was interning, Fair Group's HRD was planning to issue new identity cards to its staff. So I checked all the ID cards to make sure everything was correct.

#### **f) General workplace activities:**

I also had to scan and print important documents around the office. In order to generate new identity cards for the employees, I spent hours printing photos.

### **2.8.3 My experiences and learning from the internship period**

During my internship at Fair Group, I had my first introduction to work culture. I was a fresh graduate and had never worked at a company before. Working in a new environment for the first time was challenging. Fortunately, I learned a lot and gained a lot of experience during my internship.

#### **a) new abilities and skills and how to implement them:**

New skills are one of the best things I learned in my internships. I learnt how to do various HR tasks related to my career plan. It also taught me how to enhance my existing skills.

#### **b) Compare academic learning with real-life experience:**

This internship allowed me to put my academic abilities to the test and see what they are really capable of.

#### **c) Professional communication at work:**

I have improved my ability to communicate professionally with my peers. Talking to peers and managers was very different from talking to people.

#### **d) Professional network:**

Through this fair group internship, I was able to connect with senior staff who are already well-versed in human resources. Since I didn't want to just collect memories, I worked to build my professional network by being active, meeting new people and making sure they remember me.

**e) Accept constructive criticism with dignity:**

The people at Fair Group are very kind, and while I work from ‘zero defects’, I’ve always been open to constructive criticism from my colleagues and my manager. I have always believed that constructive criticism should never be personal, but should always be for the benefit of myself and my development to enhance my work.

**f) Cooperation:**

During my time in college, I did a lot of group work each semester. I learned a lot about working together and working as a team. Here, teamwork is more important than in college where one person can do all the work, get good grades, and divide the work among the others. Here, it’s more professional and each team member contributes to the project’s success.

**g) Use of Office Applications:**

Excel is one of the most important tools in my workflow. I use Excel for the most critical data-related tasks. As a result, anyone who knows how to use excel has a clear advantage in the business world. Excel’s numerous formulas allow you to accomplish large-scale tasks with ease.

**h) Problem solving:**

The internship gave me hands-on experience in the real world and helped me hone my problem-solving skills and abilities.

**i) Time management:**

I’ve also learned how to manage my time. Since this is the start of my professional journey, I’ve tried to be mindful of my time and be ready for whatever comes my way.

# **Chapter-3**

Usage and Management of HRIS

Application at Fair Group

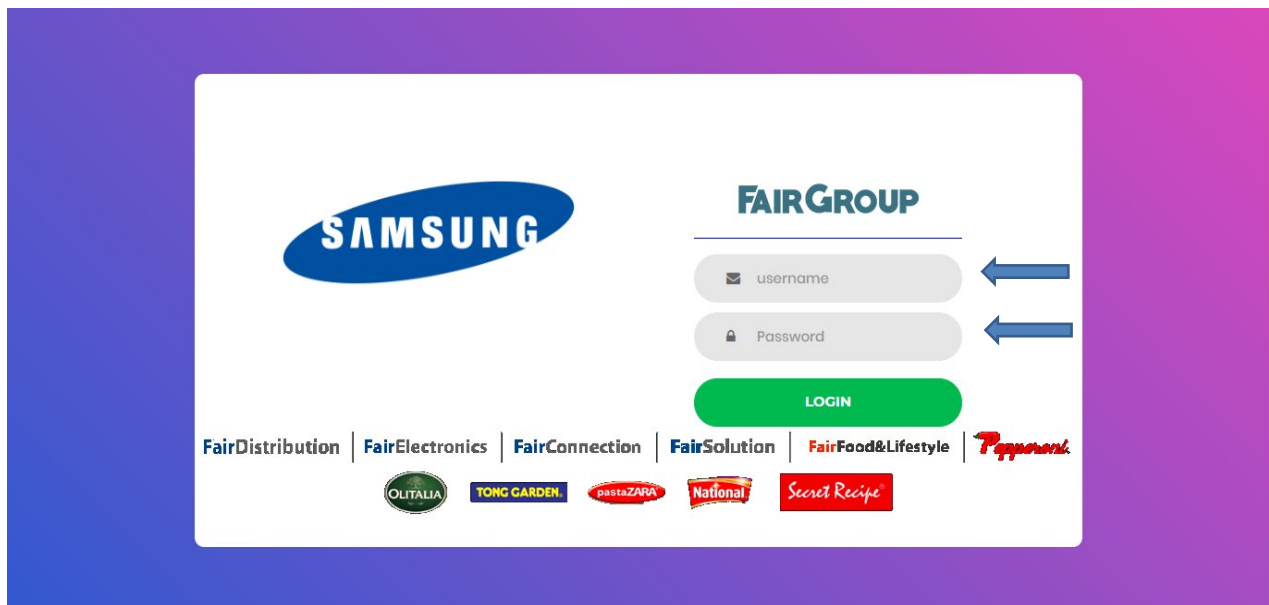
### 3.1 Human Resource Information System (HRIS) Application of Fair Group:

After a thorough preparation process, Fair Group moved from a manual to a high-end digital HRIS system. Up until now, all HR operations and controls in the early years of Fair Group were performed manually, which took a lot of time and effort. Information was limited and the process difficult and time consuming. Fair group is a big company with lots of different businesses. Collecting all the information in one go was very challenging and time consuming. In 2020, Fair group introduced its first ever HRIS system.

In **HRIS**, there are three types of Users:

- (i) Normal Employee
- (ii) Line manager
- (iii) HR

**First, Need to Log in HRIS through web browser:**



#### Module 1: Log in Page of HRIS

This is the HRIS web portal of **FAIR GROUP**. If any employee wants to log in, he needs to have his username and password, which is created by HR.



(i) For a “Normal Employee”:

**Module List**

| Type  | Def    | Tkn | Rmn |
|-------|--------|-----|-----|
| SHORT | 300(M) | 0   | 300 |
| CL    | 10(D)  | 2   | 8   |
| ML    | 14(D)  | 1   | 13  |
| WOPL  | 50(D)  | 0   | 50  |

**Notification Panel**

You have no notification yet.

**My Last 7 Days Attendance**

| Date      | In Time     | Out Time    | Status        |
|-----------|-------------|-------------|---------------|
| 16-MAY-23 | 08:37:31 AM | 08:55:36 AM | IN            |
| 15-MAY-23 | 08:58:19 AM | 07:43:28 PM | LATE          |
| 14-MAY-23 | 08:31:11 AM | 06:19:30 PM | LATE          |
| 13-MAY-23 | 00:00:00    | 00:00:00    | SHIFT_OFF_DAY |
| 12-MAY-23 | 00:00:00    | 00:00:00    | WEEK_END      |
| 11-MAY-23 | 08:54:33 AM | 06:04:59 PM | LATE          |
| 10-MAY-23 | 08:38:36 AM | 06:06:18 PM | LATE          |

**May**

**16**

Tue May 16 12:19:22 EDT 2023

**Password Alive Status**

73%

Please change your password within 22 days. For change click here.

**Module 2: Employee Homepage of HRIS**

By logging in HRIS, Employee can see his/her module list like short leave, Casual leave, medical leave, without pay leave, Date, Password expiration status and last 7 days status on homepage.

When clicking on “My Service” option, it will show some options which are important for an employee. Below there is a screenshot of it:

**FAIRGROUP**

Welcome: **Md. Al-Imran**  
ID: M70756  
Logout

Home My Service e-Ticket

policy List

- Leave Application (Self)
- Employee Self Profile
- Loan Application (Self)
- Short Leave (Self)
- Process
- Gate Pass (self)
- Report (Dynamic/HTML)
- Report
- Employee Self Assessment
- On Tour
- Product Requisition (CE)
- Product Requisition(Mobile)

**Notification Panel**

You have no notification yet.

**My Last 7 Days Attendance**

| Date      | In Time     | Out Time    | Status        |
|-----------|-------------|-------------|---------------|
| 16-MAY-23 | 08:37:31 AM | 08:55:36 AM | IN            |
| 15-MAY-23 | 08:58:19 AM | 07:43:28 PM | LATE          |
| 14-MAY-23 | 08:31:11 AM | 06:19:30 PM | LATE          |
| 13-MAY-23 | 00:00:00    | 00:00:00    | SHIFT_OFF_DAY |
| 12-MAY-23 | 00:00:00    | 00:00:00    | WEEK_END      |
| 11-MAY-23 | 08:54:33 AM | 06:04:59 PM | LATE          |
| 10-MAY-23 | 08:38:36 AM | 06:06:18 PM | LATE          |

84442349082/HRISActUser/home Status

**Module 3: My service of Employee in HRIS**

In “My Service” option, employee can do his needful job like –

- Can see the Policy list of the organization.
- Can apply leave.
- Can see his own profile.
- Can apply for a loan from the organization.
- Can take short leave a maximum of 4 days in 1 month if he is late. Short leave has a minute limit of about 300 minutes a month.
- Can process bill applications for his official work purposes.
- Can create gate pass.
- Can download the attendance report file of full month.
- Employees can create self-assessment.
- Can apply on Tour if he goes for any official work on day long.
- An employee can purchase a product by giving requisition on product requisition option.
- In **e-ticket** option, User can apply if he has any problem in his/her organization.

**(ii) For a “Line Manager”:**

For a Line manager the HRIS homepage is like below:

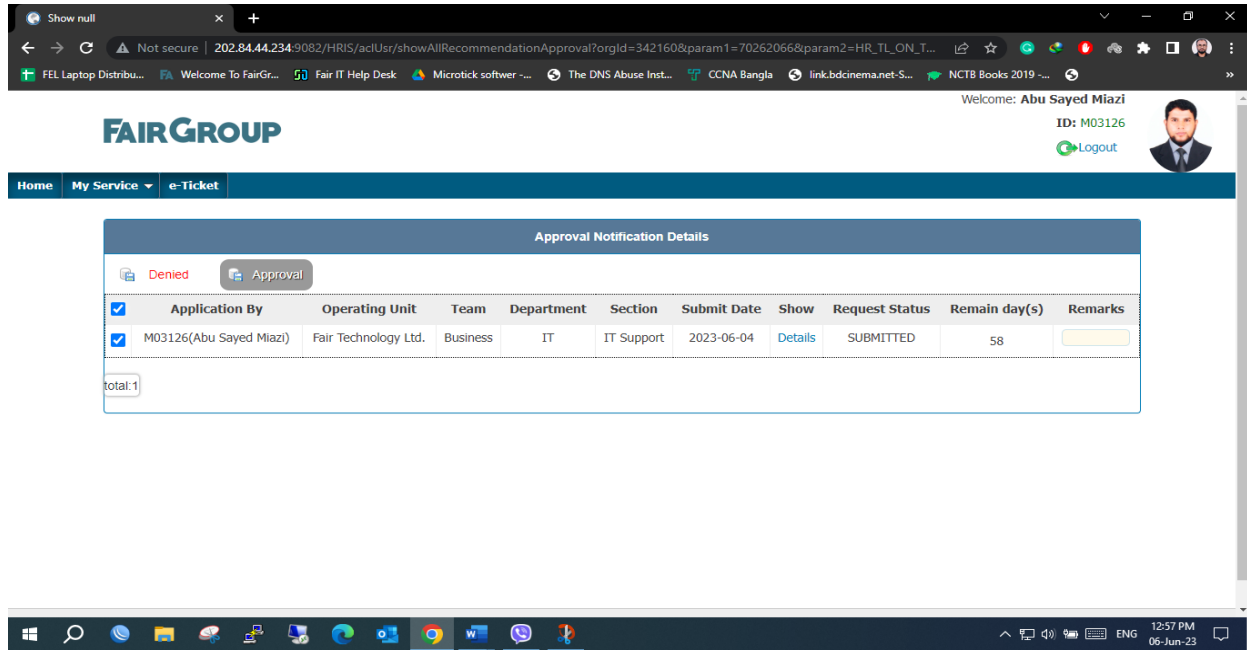
The screenshot displays the HRIS homepage for a Line Manager. At the top, the FAIRGROUP logo is on the left, and user information (Welcome: Abu Sayed Miazl, ID: M03126, Logout) is on the right. Below the logo is a navigation bar with 'Home', 'My Service', and 'e-Ticket' tabs. The main content area is divided into several sections:

- Module List:** A table showing various leave types and their limits.
- Notification Panel:** A table listing recommendations for Short Leave and Tour.
- June:** A calendar view showing the current date as June 6th.
- Password Alive Status:** A button to check the password status.
- My Last 7 Days Attendance:** A table showing attendance records for the last seven days.

**Module 4: Homepage of HRIS for Line Manager**

On the homepage, we see that there are some changes for line managers than employee users. There are some notifications for leave and tour recommendations. The line manager will approve his/her employee's leave or tour request.

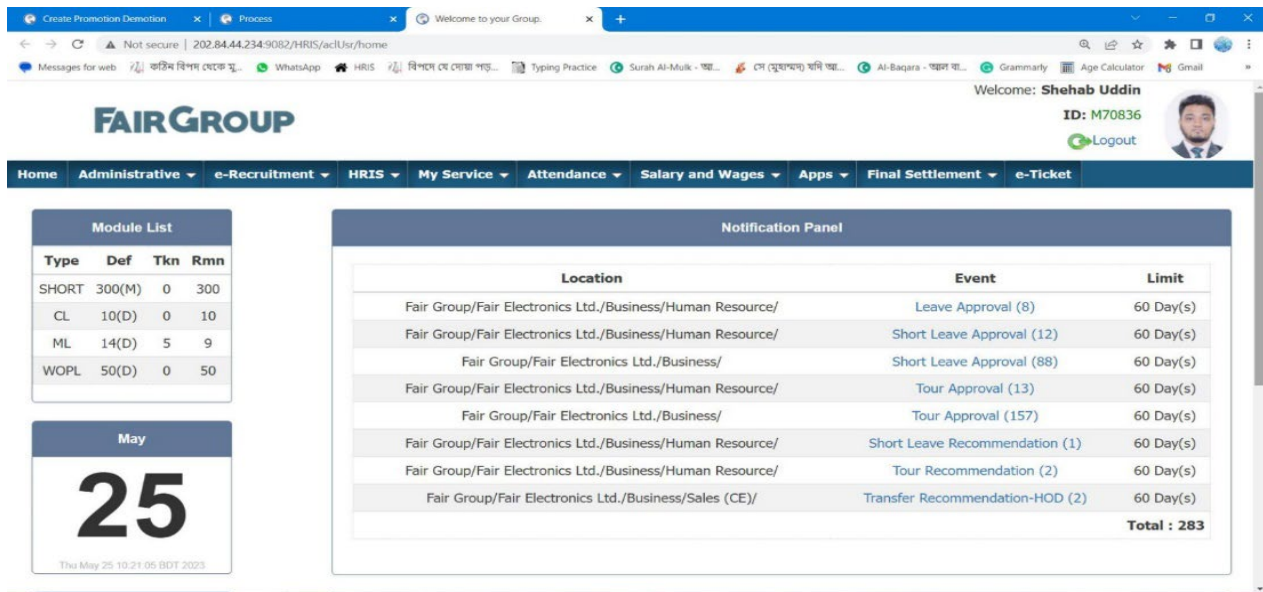
If the Line manager click these notifications, it looks like:



### Module 5: Approval of Leave or Tour

We see that Line manager can approve or deny the request of leave or on tour of his employees.

(iii) For a “HR”:



### Module 6: Homepage of a HRIS for HR

From the above module, we see that there are some notifications for leave and others approval which will be approved by HR and its limitation is 60 days. This web-based application is designed to ease the daunting task of human resource management. This powerful application allows Fair Group's HR department to manage:

- ✓ Make Employee profile & Employee information update.
- ✓ Employee transfer, promotion, demotion, Increment, Decrement etc.
- ✓ Employee's Job Status.
- ✓ Approval of Leave, Short Leave, On Tour & Attendance related task.
- ✓ Loan Approval.
- ✓ Attendance Report Generation.
- ✓ Work with product requisition with installment.
- ✓ Day Off bill processing.
- ✓ Payroll & Salary disbursement.
- ✓ E-Recruitment (Candidates profile, Vacancy requisition, Rejoin/Rehire, Appointment confirmation).
- ✓ Resign / Termination / Fire.
- ✓ Final Settlement.

No matter how big or small your business is, you can rely on HRIS applications to take care of and manage all of your human resource requirements. The HR application has an easy-to-use interface and easy-to-manage options at every stage of the process. The HR application also stores all of your information on a cloud-based platform that is secure from unauthorized access.

### **3.2 HRIS modules used by Fair Group**

Fair Group Social Enterprise HRD manages the entire company using different HRIS modules for some specific business and HR activities. Generally accessible only to the Human Resources department of Fair Group Social Enterprise. However, depending on your requirements, HRD can access multiple modules depending on their usage and type. The HRIS module used by Fair Group is described below:

### **3.2.1 Human Capital Management (HCM)**

The HCM module is used by Fair Group's Human Resources department to enhance business processes and improve information management. The HCM module helps in the development of structured leadership, which begins with the capture of basic employee information and ends with its implementation. Fair group's HR operations are more than just hiring new employees. The HR module assists employees with payroll management, promotion management, employee engagement management, incentive management, bonus management, motivation management, and many other HR-related tasks. Fair Group utilizes the HRIS HRCM module to manage all HR related processes. The HRIS module manages all essential HR tasks.

- ✓ Payroll,
- ✓ Personnel Administration,
- ✓ Time Management,
- ✓ Employee Management
- ✓ Attendance Management
- ✓ Leave Management
- ✓ Organizational Management,
- ✓ all these are sub-modules of HCM.

### **3.3 Usage of the HRIS at Fair Group**

As a key module, Fair Group HRIS plays a crucial role in the overall management of the fair groups. The HR department is responsible for all the critical functions such as hiring, promotions, compensation, engagement, etc. All these functions are challenging for employees all over the organization. That's where HRIS application comes in.

Some of the following tasks are performed using Fair Group's HRIS application:

#### **3.3.1 Organization Management**

This is one of the most popular ways to make sure different people are on the same page. Fair Group helps you manage your time and allocate resources efficiently.

### **3.3.2 Personnel Administration**

HR Management is the process by which any organization manages its human resources. It is used to track and document various HR activities, such as:

- ✓ salary,
- ✓ compensation,
- ✓ advantage,
- ✓ new employee orientation

### **3.3.3 Data Management of Employee**

#### **3.3.3.1 Employee profile and Information**

Over the course of my five-month internship, HR provided me with comprehensive information and data about the 3,000+ Fair Group employees that were profiled via HRIS. Fair Group HR utilizes HRIS to monitor the personally identifiable information (PII) of each company-related employee.

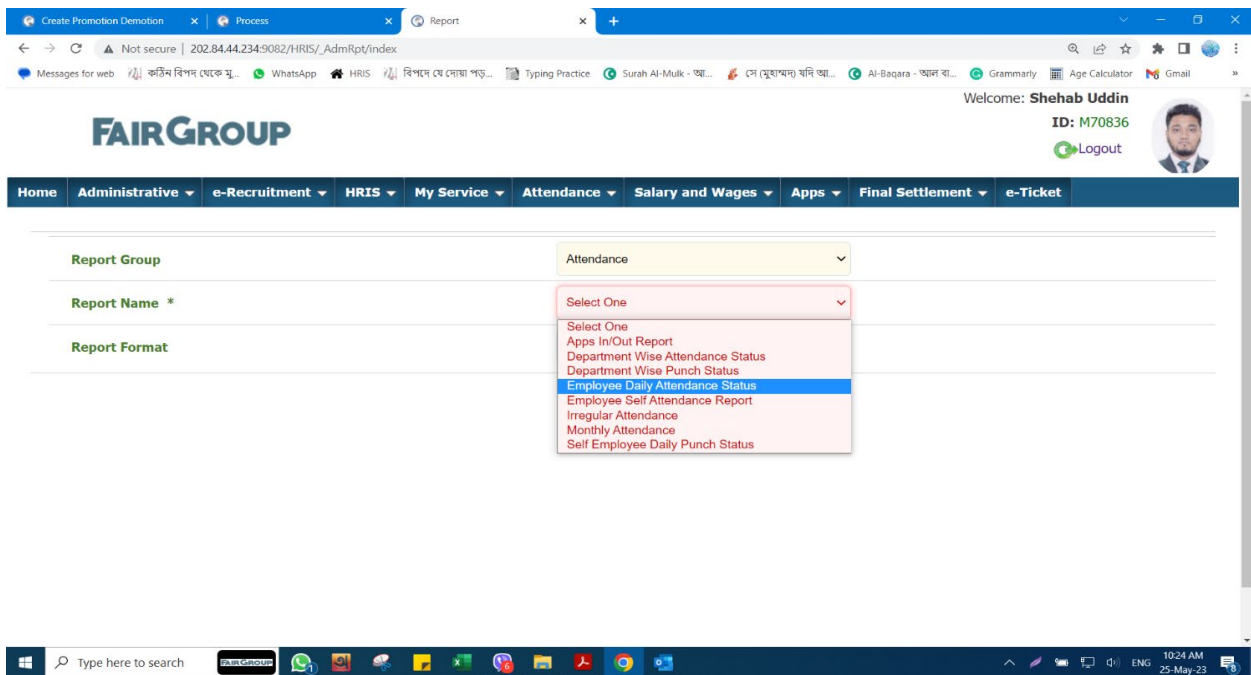
Below things are included in the employees' files documents:

- Employee Name
- Date of birth
- Father and mother name
- Educational Qualifications
- Designation
- Nationality
- NID No
- Blood Group
- Present Address and permanent address
- Present Salary
- Departments
- Region
- Image
- Previous Experience

- Training Summary
- Contact personnel.

### 3.3.3.2 Attendance Management

Fair Group working hours are from 8:30 in the morning until 6:00 in the evening. Each employee has to press their finger on the attendance machine before they can enter the workroom or cone. Fair Group uses HRIS for time and attendance management. HRIS Time and attendance application module can also be used to manage employee time. This solution collects, stores, controls, researches and adds relevant periodical time and attendance data. This solution has everything you need to manage your time and attendance. HRIS Fingertip Attendance Management module collects data and computes attendance for her Fair group employees. HRIS human resources records and imports all the information for all the employees of Fair Group.



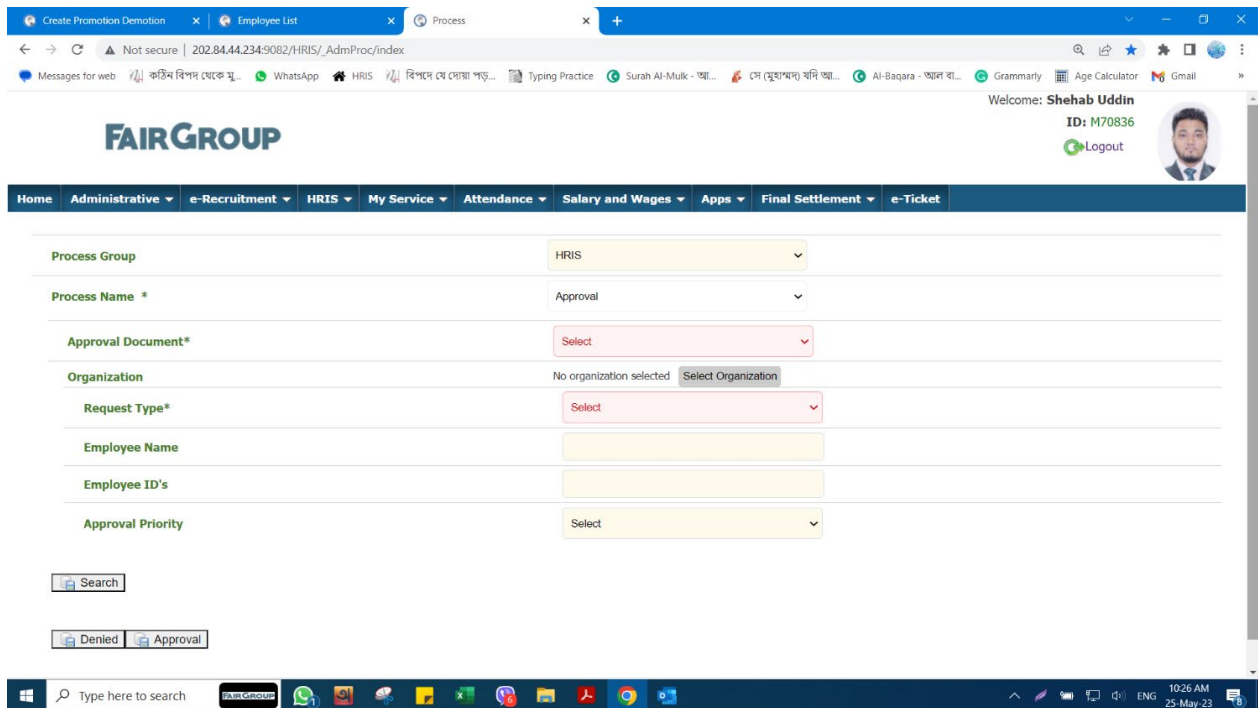
### Module 7: Employee Attendance status

### 3.3.3.3 Leave Management

The structure on the left is also the responsibility of HR. Fair Group Human Resources keeps all leave records and scheduled replacements for all employees. HR divides employee leave into five parts:

1. Short Leave.
2. Casual Leave.
3. Medical Leave.
4. Without pay Leave.

If an employee or workers of Fair Group requires leave, they must notify HRD and their superiors by e-mail and apply through the HRIS application. There is no need to send email only for short leave. When the HR department accepts a leave request, it is recorded in the HRIS leave management module, then HR will give approval according to the leave management module:



The screenshot displays the HRIS application interface for leave management. The browser address bar shows the URL: 202.84.44.234:9082/HRIS/\_AdmProc/index. The user is logged in as Shehab Uddin (ID: M70836). The interface includes a navigation menu with options: Home, Administrative, e-Recruitment, HRIS, My Service, Attendance, Salary and Wages, Apps, Final Settlement, and e-Ticket. The main form contains the following fields:

- Process Group: HRIS
- Process Name \*: Approval
- Approval Document\*: Select
- Organization: No organization selected (Select Organization)
- Request Type\*: Select
- Employee Name: [Empty field]
- Employee ID's: [Empty field]
- Approval Priority: Select

Below the form, there are buttons for Search, Denied, and Approval. The Windows taskbar at the bottom shows the time as 10:26 AM on 25-May-23.

**Module 8:** Leave approval management module.



When an employee applies for short leave, the module looks like below:

Home My Service e-Ticket

Home Short Leave List

*Create Short Leave*

**Short Leave Transaction**

Employee Name \* M70756 [ Md. Al-Imran ] Responsible Employee \*

On Date [Clear] \* Start Time (24 Hour) \* Hour Minute

Duration (Minute) \* Minute Contact No

Reason \* Remarks

Maximum character 500. Maximum character 500.

Create

Design and developed by: Your Group

### Module 9: Short leave management module

When an employee applies for casual leave, medical leave or without pay leave, the module looks like below:

*Create Leave Transaction*

**Leave Transaction**

| Leave Title | Define Leave | Taken Leave | Cancel | Processing | Remaining |
|-------------|--------------|-------------|--------|------------|-----------|
| LEAVE_CL    | 10           | 3           | 0      | 0          | 7         |
| LEAVE_ML    | 14           | 1           | 0      | 0          | 13        |
| LEAVE_WOPL  | 50           | 0           | 0      | 0          | 50        |

Employee M70756 [ Md. Al-Imran ]

Code \*

Leave Type \* Transaction Type \* REGULAR

Application Date \* End Date \*

Start Date \* Address During Leave

Total Leave Days Reason For Leave \*

Contact No 01700718693

Create


### Module 10: CL, ML & WOPL leave management module.

### 3.3.3.4 Payroll Management

Salaries are related to Fair Group's remuneration structure and benefits offered to its staff. All remuneration-related procedures are documented in the payroll, ranging from basic remuneration to overtime remuneration. Fair Group HRD will create the following employees based on the fair group HRIS payroll module system:

- Salary Summary Report
- Pay Slip Salary Sheet
- Print
- Daily Report on the present and absence of the employees.
- Leave and Late report.
- Report on in time and out time.
- Overtime Report
- Registration of Attendance
- Advance Salary Sheet
- Festival Bonuses

Welcome: Syed Mostofa Tanvir Wahid  
ID: M20054  
[Logout](#)



## FAIRGROUP

Home | Administrative | e-Recruitment | HRIS | My Service | Attendance | Salary and Wages | Apps | Final Settlement | e-Ticket

|               |                  |
|---------------|------------------|
| Report Group  | Salary And Wages |
| Report Name * | Pay Slip Report  |
| Report Format | PDF              |
| Employee ID*  | M01171           |
| From Date*    | 01/05/2023       |
| To Date*      | 31/05/2023       |

Design and developed by: Your Group

## Module 11: Payroll Management system

### **3.4 Benefits of Implementing HRIS Application**

HRIS serves as a central repository for employee data such as names, addresses, salaries, and organizational data such as policies and directories. The HRIS also serves as the basis for further development of a more sophisticated Human Resources Management System "HRMS". and human capital management (HCM) skills, etc. B. Recruitment and performance management. HRIS is more than just a database. HRIS software streamlines the HR function and offers several benefits that help free HR teams and employees to work on more value-added work.

#### **Real-time information access:**

Unlike paper files, spreadsheets, and on-premises software, a cloud-based database, HRIS, represents a single source of information for all authorized users (primarily employees and HR). By synchronizing changes in real time, HRIS helps you version control documents that are regularly updated by HR. That way, HR team members who access the same document don't have to worry about whether they're viewing or updating the latest version.

#### **Reduced manual work:**

HRIS allows you to automate HR tasks that your employees would otherwise have to perform manually. For example, automating the onboarding workflow saves time for both HR staff and new hires. This will allow HR departments to focus on more intellectually challenging value-added projects such as the new learning management system "LMS" and new learning management system deployment. Instead of getting bogged down in manual data entry and adjustments, you can set up a mentoring program. And employees don't have to ask HR how to set up benefits, they can focus directly on the tasks that fit their role. Stakeholders don't have to wait for others to complete tasks and manually check boxes because automatic approvals keep the project moving forward. For example, when processing employee reimbursement, the employee simply uploads the document and the software syncs with accounting and payroll from there. In the event of a problem, you can notify someone in one of these departments.

#### **Increased efficiency:**

HRIS enables organizations to streamline HR data and processes in one place, rather than investing in separate tools that are pieced together through application programming interfaces (APIs). HR software providers typically allow companies to bundle their tools to save costs. As the

organization creates and analyzes historical data in her HRIS, reports identify opportunities for cost savings without impacting employee functions or experience. For example, businesses can use her HRIS reports to track the cost of services and, in some cases, renegotiate prices with carriers. Business can reduce costs because of centralized real-time data, automation, and streamlined processes.

### **Discovering patterns and cognition:**

HRIS, without the addition of the HRMS and HCM modules, does not provide the highest level of analysis, but it contains a large amount of employee and organizational data and can still provide useful basic reporting. For example, HR can review benefit entitlements to determine which benefits should be increased and which benefits should be decreased. HRIS like Ripple can also take salary data and create comprehensive compensation reports that users can filter by department and role. When companies add their HRMS tools or his HCM tools, reporting becomes even more complex and forecasts more accurate. The data contained in HRIS support these analyses. With the addition of modules, HR teams and business leaders can use more data to proactively make informed decisions about their workforce.

### **Streamline HR processes through a single system:**

HRIS allows HR teams to hire, train, manage, and onboard employees in one integrated solution. As your business grows, traditional data management systems (spreadsheets, paper processes, and legacy platforms) become cumbersome, unmanageable, time-consuming, and unsustainable. HRIS replaces these legacy systems with a modern, digital solution that simplifies HR processes and workflow, streamlines access and maintenance, and provides transparency and accountability throughout operations. HRIS defines hierarchies and functionalities within an organization while standardizing employee database management and maintaining accurate and error free employee records. Whether it's day to day personnel management or applicant tracking, absenteeism management or anything else, you can do it all from the comfort of your office with a mouse. With HRIS, you centralize all HR processes across your organization, no matter where you are located. This benefits not only your HR team but also your company and employees.

### **Empower employees to self-serve:**

The benefits of HRIS extend beyond employers and HR teams. Provide access to an employee self-service portal so employees can do more for themselves without relying on email back and

forth or seeking approval from multiple people. For example, if an employee wants to request time off or manage her reimbursement, all she must do is access her HRIS from mobile or desktop and enter the request. Self-service allows employees to update their information, access policy documents, payroll and tax information, and view and manage their performance reviews. With HRIS, employees have access to her HR-related information around the clock.

#### **Provides insight into enterprise data:**

The benefits of HRIS are not limited to efficiency alone. HRIS helps provide analytical insights into enterprise data to improve workforce planning, employee experience, retention, talent acquisition, absenteeism trends, and more. With access to detailed reports, you can make accurate forecasts and make informed decisions. Stakeholders across the organization can use this data to monitor processes, identify business bottlenecks, find opportunities for improvement, and improve workforce planning.

#### **Reduces cost:**

Whether you are a small business or a medium to large enterprise, HRIS significantly reduces costs because it is more effective than manual flooded processes and multiple disparate systems. Investing in HRIS is not only more cost-effective, but it also improves the company's bottom line by improving the quality of work across all operations. The system reduces errors, automates tedious tasks, reduces risk, and reduces the chances of a breach.

# Chapter-4

## Analysis and Findings

## 4.1 Data Analysis and Interpretation

Primary (Questionnaire)

Sample size: 25

1. Does HRIS manage internal information within the organization?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 5                 | 2        | 3                         | 10    | 5              | 25    |
| Percentage  | 20                | 8        | 12                        | 36    | 24             | 100%  |

Table:2

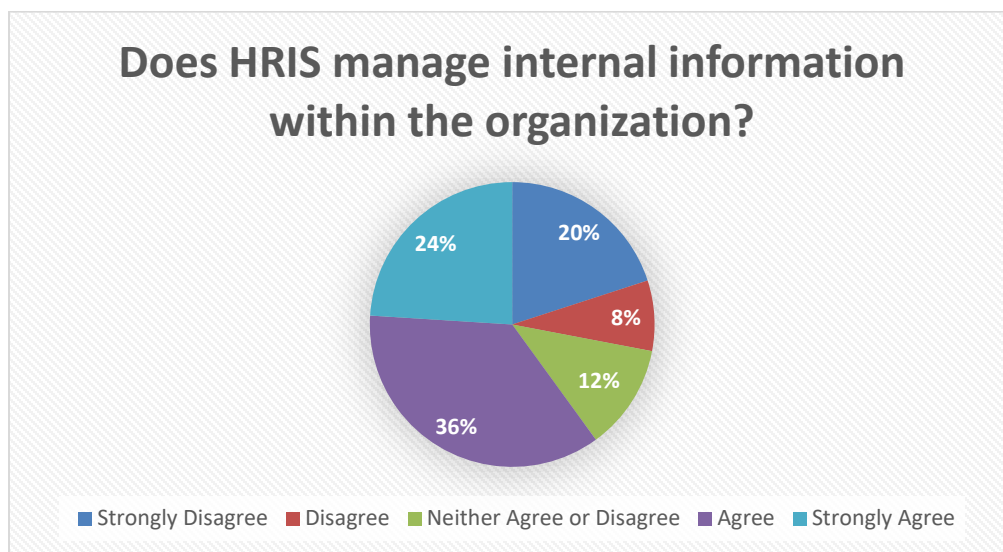


Chart: 1

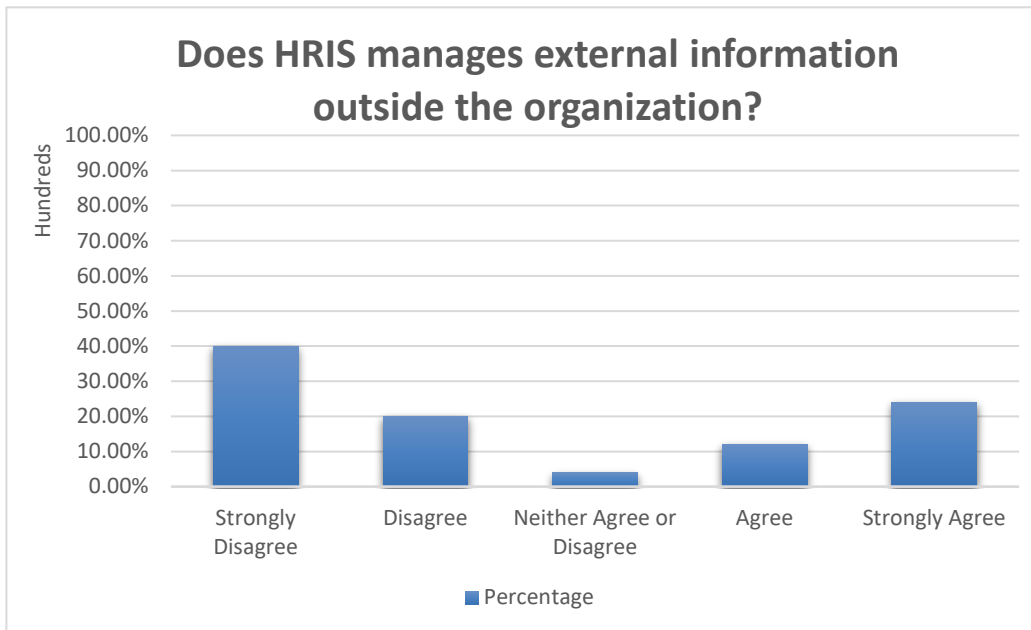
**Interpretation:** This pie chart shows that 20% of respondents strongly disagree, 8% disagree, 12% neither agree nor disagree, 36% agree, and 24% strongly agree with this question.

2. Does HRIS manages external information outside the organization?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 10                | 5        | 1                         | 3     | 6              | 25    |
| Percentage  | 40                | 20       | 4                         | 12    | 24             | 100%  |

**Table:3**



**Chart: 2**

**Interpretation:** The chart shows that 40% of respondents strongly oppose this question; 20% of respondents oppose this question; 4% of respondents neither agree nor disagree; 12% of respondents agree with this question; and 24% of respondents strongly agree with this question.

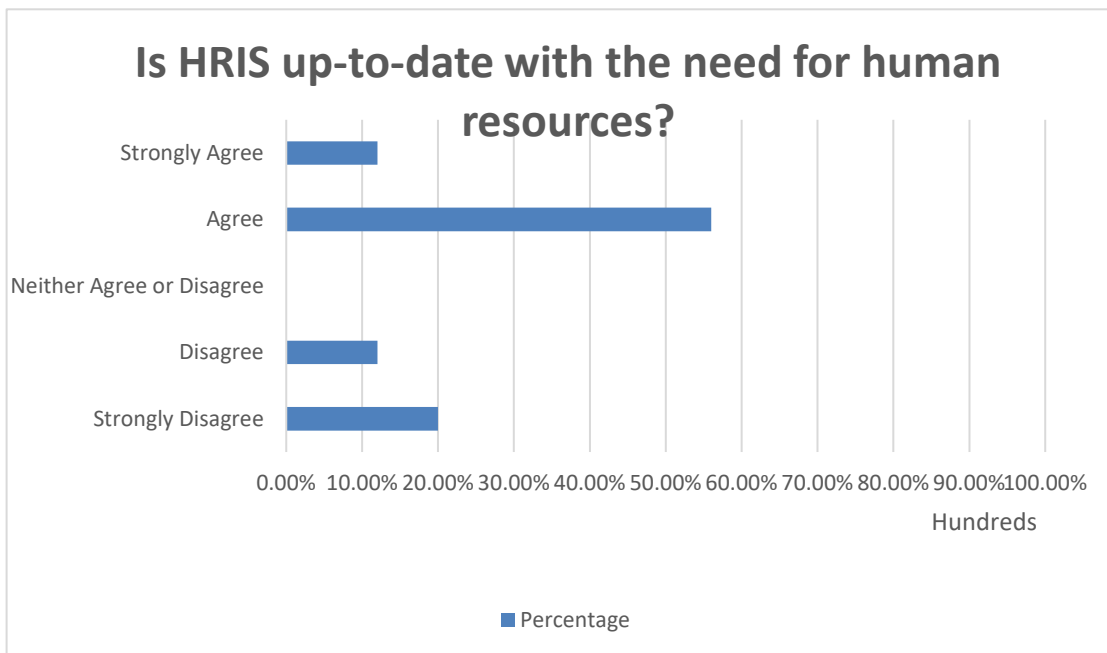


3. Is HRIS up-to-date with the need for human resources?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 5                 | 3        | 0                         | 14    | 3              | 25    |
| Percentage  | 20                | 12       | 0                         | 56    | 12             | 100%  |

**Table:4**



**Chart:3**

**Interpretation:** This chart shows that 20% of respondents strongly disagree, 12% disagree, 0% neither agree nor disagree, 56% agree, and 12% strongly agree with this question.

4. Does HRIS forecast your organization's HR needs in the future?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 4                 | 2        | 3                         | 10    | 6              | 25    |
| Percentage  | 16                | 8        | 12                        | 40    | 24             | 100%  |

Table:5

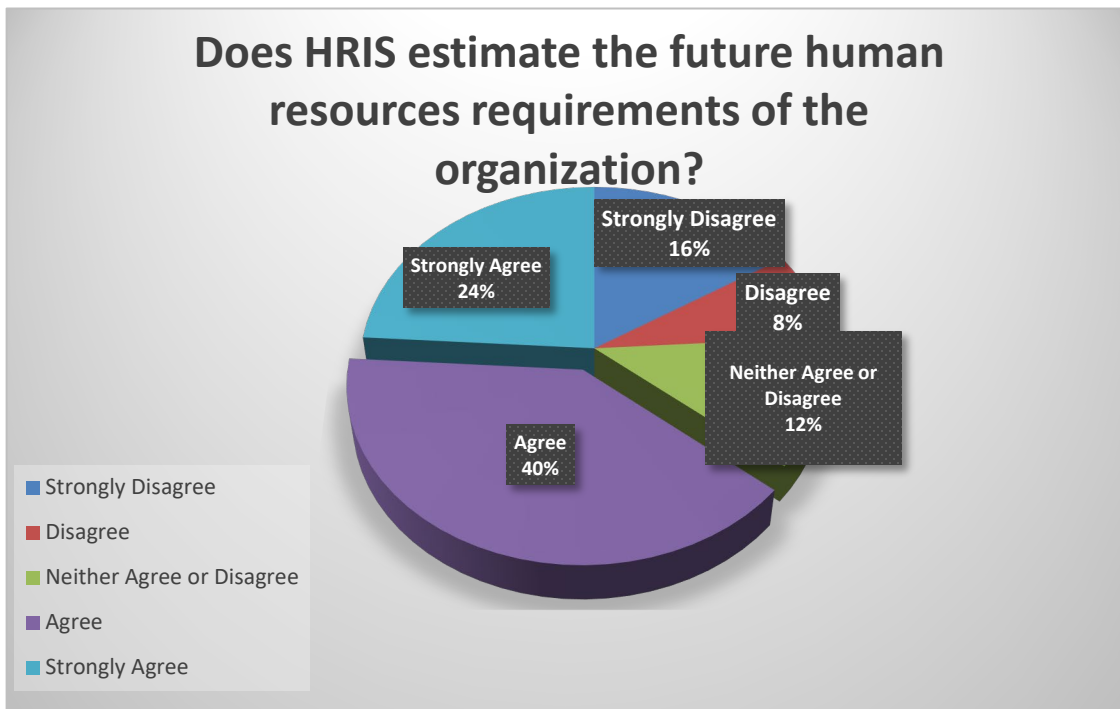


Chart:4

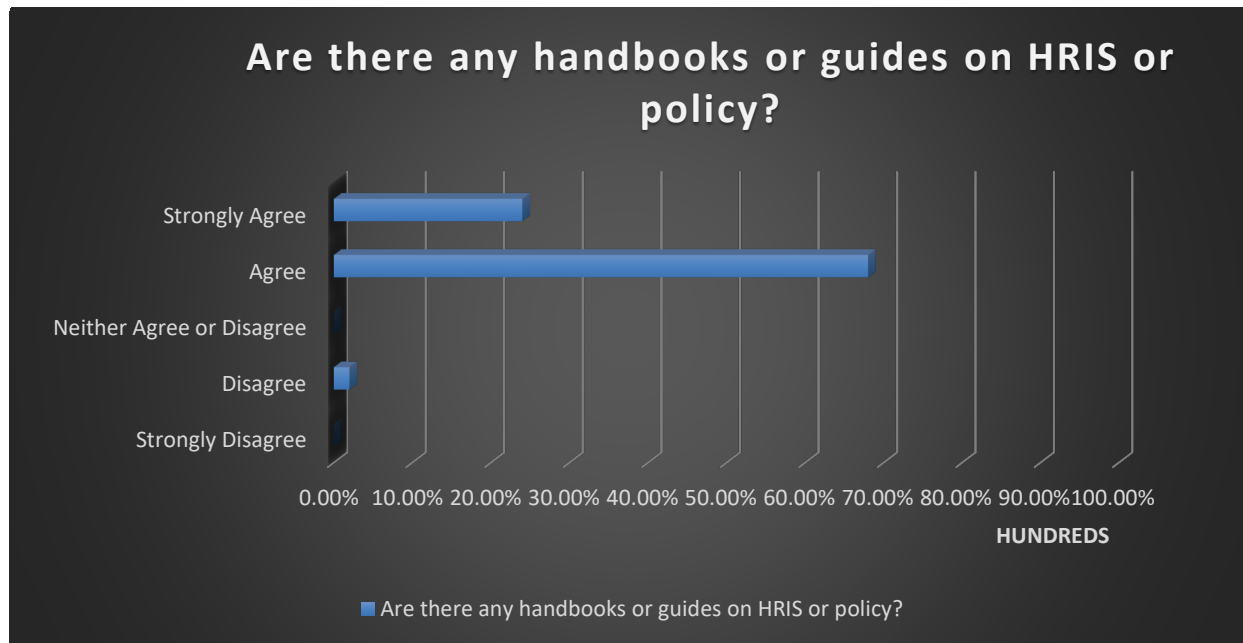
**Interpretation:** This chart shows that 16% of respondents strongly disagree, 8% disagree, 12% neither agree nor disagree, 40% agree, and 24% strongly agree with this question.

5. Are there any handbooks or guides on HRIS or policy?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 0                 | 2        | 0                         | 17    | 6              | 25    |
| Percentage  | 0                 | 8        | 0                         | 68    | 24             | 100%  |

**Table:6**



**Chart:5**

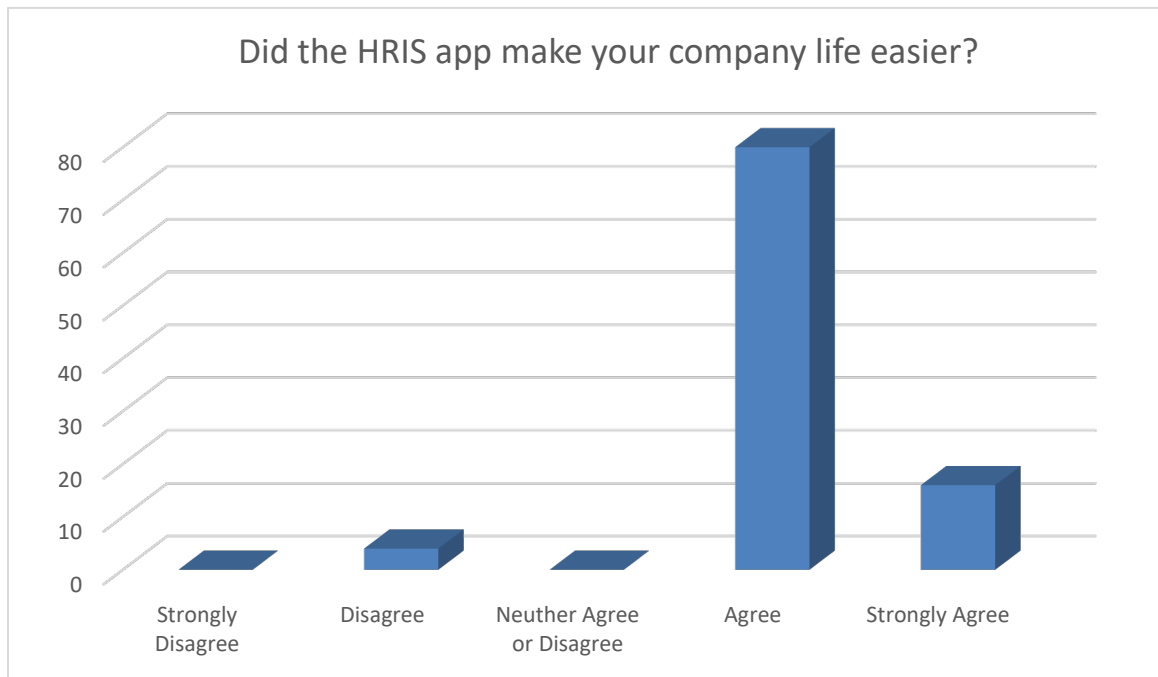
**Interpretation:** From this chart, 0% strongly disagree, 2% disagree, 0% neither agree nor disagree, 68% agree, and 24% strongly agree with this question.

6. Did the HRIS app make your company life easier?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 0                 | 1        | 0                         | 20    | 4              | 25    |
| Percentage  | 0                 | 4        | 0                         | 80    | 16             | 100%  |

**Table:7**



**Chart:6**

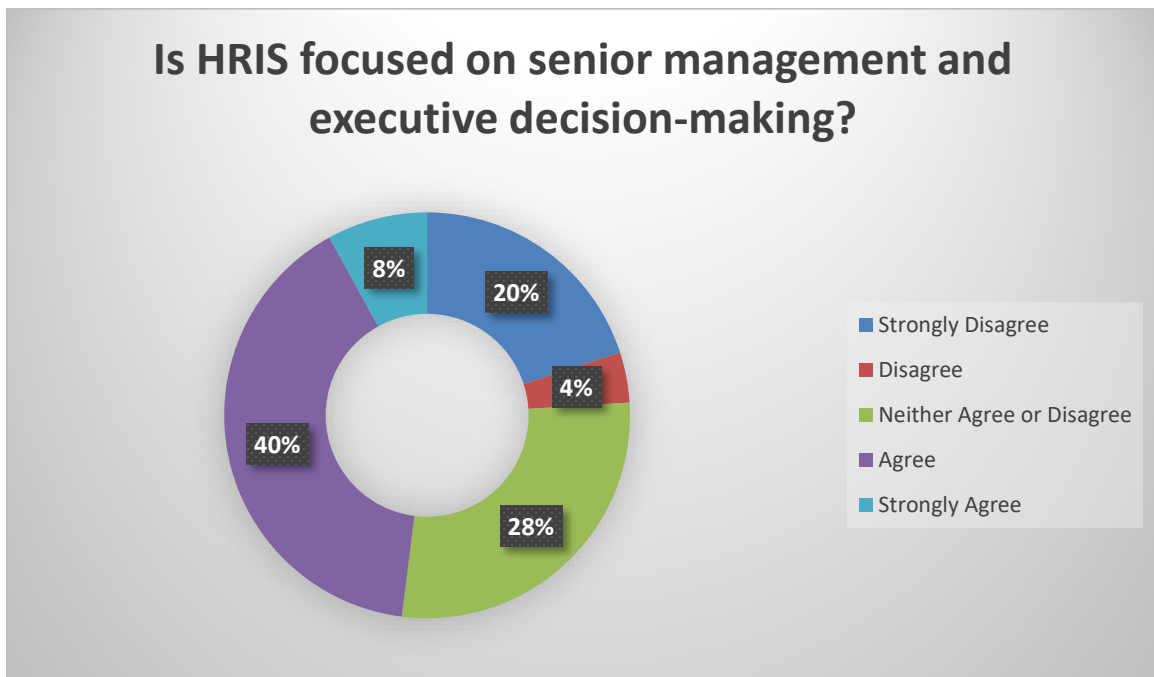
**Interpretation:** From this chart, 0% strongly disagree, 4% disagree, 0% neither agree nor disagree, 80% agree, and 16% strongly agree with this question.

7. Is HRIS focused on senior management and executive decision-making?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 5                 | 1        | 7                         | 10    | 2              | 25    |
| Percentage  | 20                | 4        | 28                        | 40    | 8              | 100%  |

**Table:8**



**Chart:7**

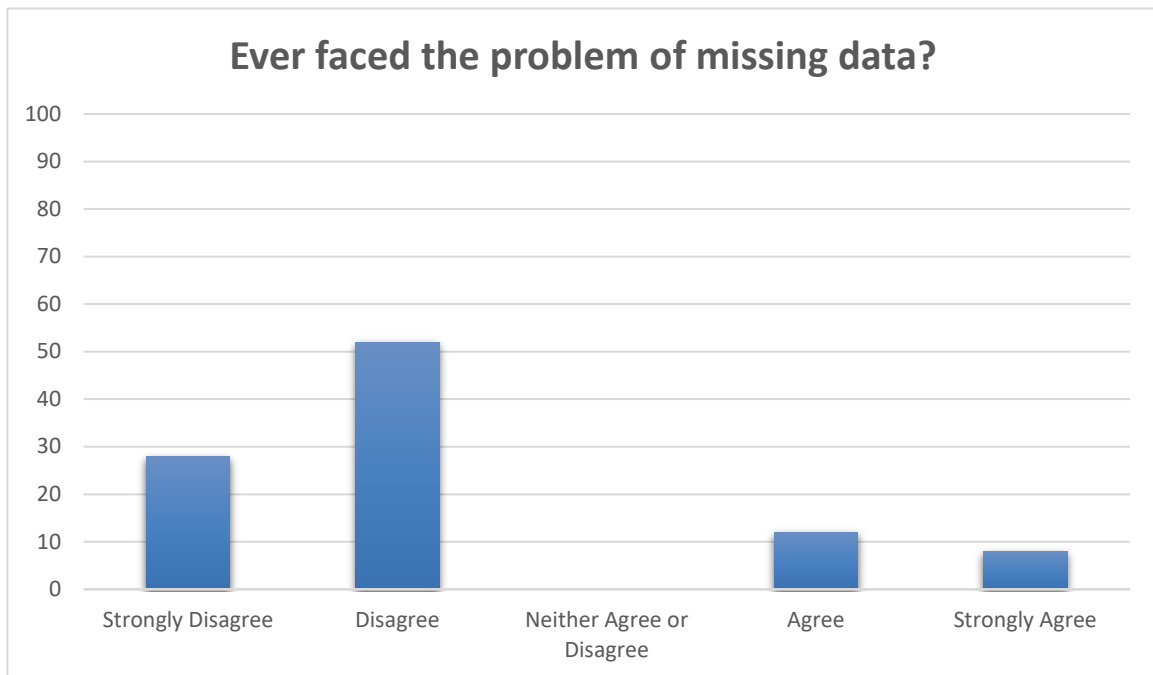
**Interpretation:** This chart shows that 20% of respondents strongly disagree, 4% disagree, 28% neither agree nor disagree, 40% agree, and 8% strongly agree with this question.

8. Ever faced the problem of missing data?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 7                 | 13       | 0                         | 3     | 2              | 25    |
| Percentage  | 28                | 52       | 0                         | 12    | 8              | 100%  |

**Table:9**



**Chart:8**

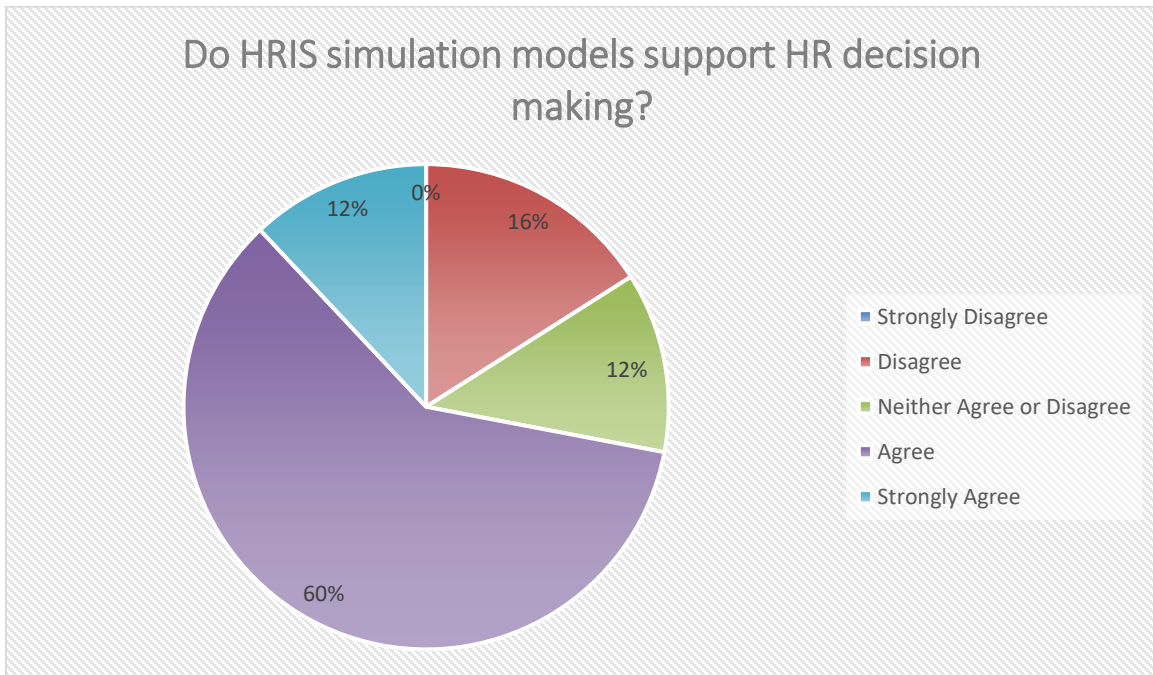
**Interpretation:** This chart shows that 28% of respondents strongly disagree, 52% disagree, 0% neither agree nor disagree, 12% agree and 8% strongly agree with this question.

9. Do HRIS simulation models support HR decision making?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 0                 | 4        | 3                         | 15    | 3              | 25    |
| Percentage  | 0                 | 16       | 12                        | 60    | 12             | 100%  |

**Table:10**



**Chart: 9**

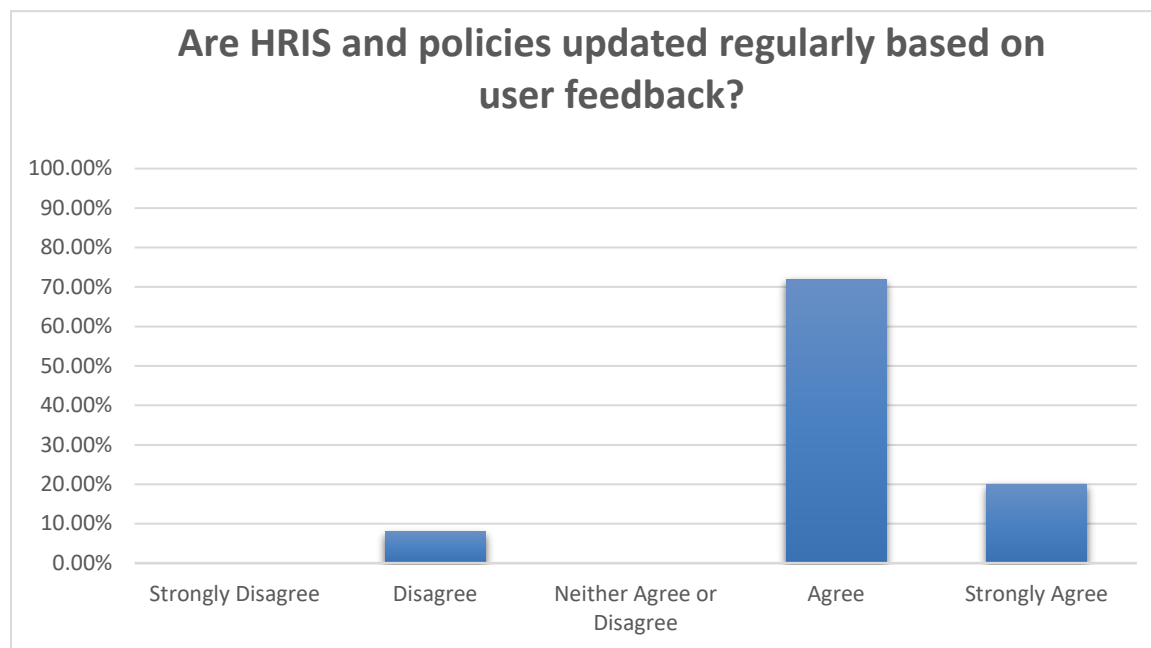
**Interpretation:** This chart shows that 0% of respondents strongly oppose this question; 16% of respondents oppose this question; 12% of respondents neither agree nor disagree; 60% of respondents agree with this question; and 12% of respondents strongly agree with this question.

10. Are HRIS and policies updated regularly based on user feedback?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

| Options     | Strongly Disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree | Total |
|-------------|-------------------|----------|---------------------------|-------|----------------|-------|
| Respondents | 0                 | 2        | 0                         | 18    | 5              | 25    |
| Percentage  | 0                 | 8        | 0                         | 72    | 20             | 100%  |

**Table: 11**



**Chart:10**

**Interpretation:** From this chart, 0% strongly disagree, 8% disagree, 0% neither agree nor disagree, 72% agree, and 20% strongly agree with this question.



## 4.2 SWOT analysis on HRIS of FAIR GROUP

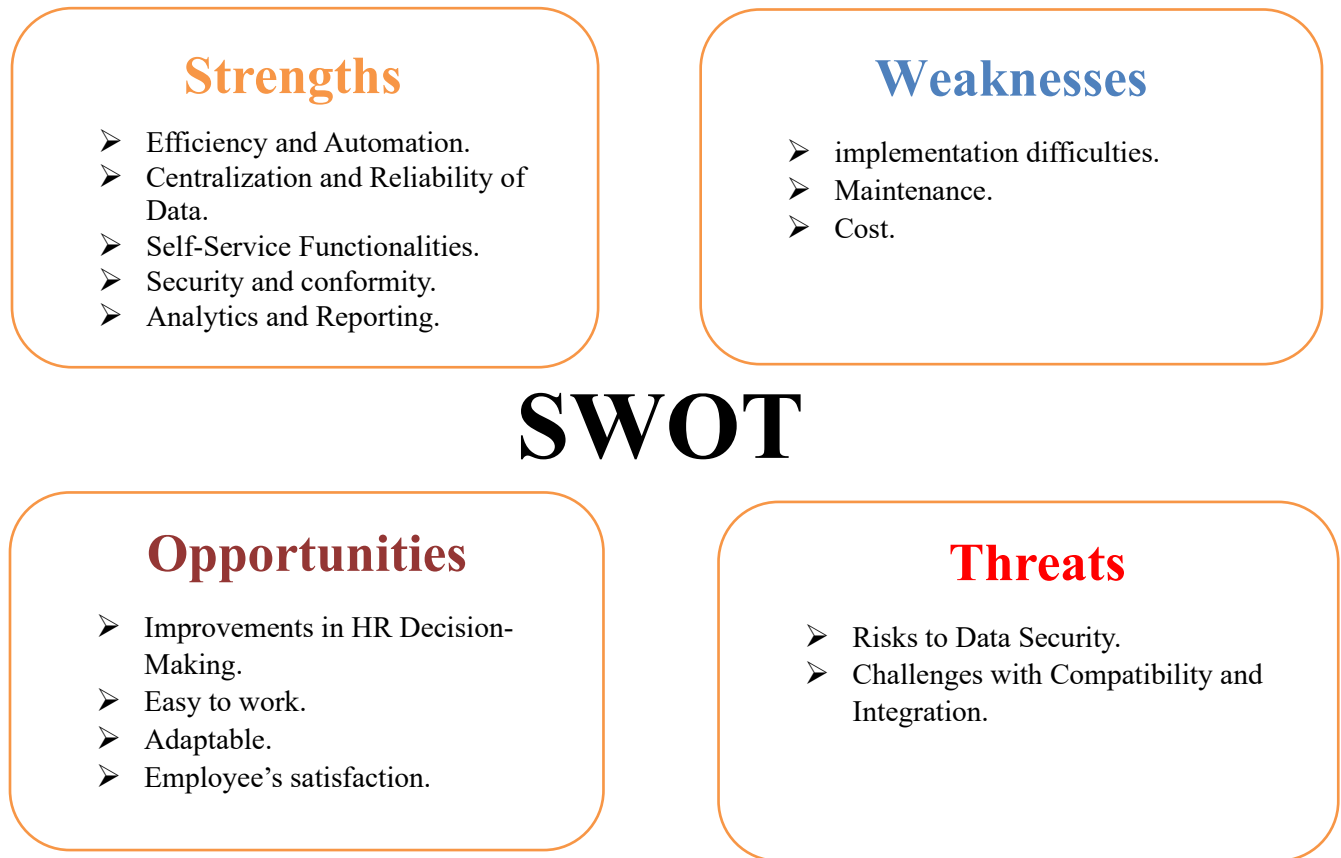


Figure 4: SWOT Analysis

### Strengths:

**Efficiency and Automation:** HRIS streamlines a variety of HR processes, such as employee record keeping, payroll, benefits administration, and time and attendance management, improving efficiency and reducing manual errors.

**Centralization and Reliability of Data:** By providing a centralized database for storing employee information, HRIS ensures data accuracy and easy access, eliminating the need for multiple disparate systems.

**Self-Service Functionalities:** Many HRIS platforms offer self-service capabilities that allow employees to access their personal information, submit leave requests, update personal information, and perform other HR-related tasks on their own.

**Security and conformity:** HRIS systems typically include compliance features to ensure compliance with labor laws, privacy regulations, security protocols, and to protect sensitive employee information.

**Analytics and Reporting:** HRIS often have reporting and analytics capabilities that enable HR professionals to create insightful reports, track key HR metrics, and make data-driven decisions.

## **Weaknesses:**

**Implementation difficulties:** Implementing a new HRIS can be complex and time-consuming, requiring extensive planning, data migration, staff training, and change management efforts.

**Maintenance:** Like any software system, HRIS can experience technical glitches, software bugs, or require regular updates and maintenance, which may cause temporary disruptions.

**Cost:** Depending on the complexity and size of your HRIS implementation, software licensing, customization, integration, and ongoing maintenance can result in significant upfront costs.

## **Opportunities:**

**Improvements in HR Decision-Making:** The wealth of data available in HRIS enables organizations to leverage analytics and reporting capabilities to gain insight into employee performance, engagement and employee trends for more informed decision making.

**Easy to work:** An intuitive and user-friendly interface is essential for easy operation and efficient use of HRIS. Clear menus, simple icons and a logical organization of functions make the system easy to navigate for both HR personnel and employees.

**Adaptable:** Simple configuration options that enable HR administrators to make changes and adjustments to the system without extensive technical knowledge or IT support. As remote work becomes more common, an adaptive HRIS must support remote access, allowing employees to perform HR-related tasks and access information from anywhere.

**Employee's satisfaction:** HRIS allows employees to independently access and manage their personal information, benefits, leave requests and performance reviews. This empowerment reduces the need to rely on HR staff for day-to-day operations and increases satisfaction through convenience and autonomy.

## **Threats:**

**Risks to Data Security:** HRIS systems store sensitive employee data, they can be targets for data breaches and cyberattacks. To mitigate these risks, organizations should implement robust security measures and update their systems regularly.

**Challenges with Compatibility and Integration:** Integrating HRIS with existing legacy systems or third-party software can introduce compatibility issues that require additional development or customization work.

## **4.3 Findings**

It was my first exposure to corporate culture. So, my observations can be inaccurate when it comes to identifying problems that aren't really problems in an ever-changing organizational environment. Below are some of the insights I observed during my internship:

**Paper-based activities:** Fair Group has many paper-based activities. HR departments are overwhelmed with files containing necessary and unnecessary documents, which is not only annoying but also a waste of paper. The entire performance appraisal process is done on paper.

**Good Organizational culture:** Fair Group offers a good organizational culture that helps newcomers adjust to their new environment. Fair Group considers its employees and workers to be its most asset.

**New HRIS System:** Fair Group HRIS greatly improves information management system and helps companies reduce cost and time.

**Improved the accuracy of HR operations:** HRIS applications increase the speed at which data is shared across the enterprise and across corporate human resources departments, providing more complete and organized data. It helps improve the accuracy of human resource planning, forecasting, and decision-making on human resource-related issues.

**Expertise to use HRIS:** Fair Group HRIS is a critical application that requires a high degree of expertise. If staff or interns do not have this level of expertise, the HRIS module will be difficult to use. Fair Group's human resources department will train employees on how to HRIS application.

**Need to integrated Performance appraisal management module:** Fair Group promotions are based on employee performance with grades and pay increases. However, we have not yet integrated the performance appraisal management module into the new HRIS system.

**Need to integrated employee self-service module:** For employee shift and roaster operations, employee self-service, there is no appointment and schedule management system and employee self service module.

**Data protection:** After receiving the questionnaire report (4.1), it is understood that software teams should be more careful about data storage and data protection.

**Training:** HR should provide more training to the employees. They need to be aware of the problems they are facing.

# **Chapter-5**

## **Recommendations and Conclusion**

## 5.1 Recommendations

In my view, Fair Group has some things they could adopt and improve:

**Need to increase more opportunity:** At Fair Group, intern jobs are relatively limited. If interns have the opportunity to participate in more projects, it will be a great opportunity to learn and gain experience.

**Need to reduce paper-based work:** Fair Group should reduce paper consumption. It not only ensures a clean working environment, but also makes all work safer and more convenient. It will be very inexpensive.

**Need to add performance appraisal module:** Since then, the HRIS application has not included a performance appraisal management module. As a result, the Fair Group's performance evaluation method still relies on paper, which is costly and outdated. Fair Group performance reviews should be linked to HRIS. And this HRIS system is very effective and timesaving for both HR and organization.

**Employee self-service:** For employee shift and roasting operations, and employee self-service, the schedule and timetable management system and employee self-service module should be integrated into the new HRIS system and software.

**Human Resources for health:** Think about using international standards to enable regional and worldwide comparisons of HRH data.

## 5.2 Conclusion

HR is an important part of any organization. Well-implemented HR policies and HR activities improve employee performance and organizational growth, benefiting companies in the long run. From this point of view, Fair Group places importance on the management of the human resources department. Many other HR practices, such as the Human Resources Information System "HRIS". Important for organizational governance. Until now, in the early days of Fair Group, all HR-related tasks and controls were done manually, which was very time consuming. Information was scarce and the process was difficult and time-consuming. Implementing a new HRIS system via Fair Group HRIS software changed manual HR-related activities. Only the Human Resources department of Fair Group is authorized to use the new HRIS system. This effective HRIS software will enable Fair Group's human resources department to manage employee information, time and leave management, payroll, and personnel reporting overviews. In addition, Fair Group's human resources department will gain additional benefits from using the new HRIS system.

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9. Dmour DR, Obeidat DB, Masa'deh RE, Almajali DD. The practice of HRIS applications in business organizations in Jordan: An empirical study. In *Conference Proceedings (COES&RJ-CP2-5)*, ISBN (E) 2015 Sep 30 (pp. 978-969).
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12. <http://202.84.44.234:9082/HRIS/>
13. <https://www.linkedin.com/company/fair-group-bd/about/>

# Appendix

## Questionnaire

1. Does HRIS manage internal information within the organization?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

2. Does HRIS manages external information outside the organization?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

3. Is HRIS up-to-date with the need for human resources?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree



4. Does HRIS forecast your organization's HR needs in the future?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

5. Are there any handbooks or guides on HRIS or policy?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

6. Did the HRIS app make your company life easier?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

7. Is HRIS focused on senior management and executive decision-making?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

8. Ever faced the problem of missing data?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

9. Do HRIS simulation models support HR decision making?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

10. Are HRIS and policies updated regularly based on user feedback?

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree