

Internship report
On
“Payroll Management Process of
Human Resources Department at Hotel
The Cox Today”

Submitted by

MD.MIHZA BIN SHAHED

201-43-131

Submitted to

Mr. Md. Mishkatul Kabir

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Date of Submission: April 23, 2025

LETTER OF TRANSMITTAL

Date: 23rd April, 2025

Mr. Md. Mishkatul Kabir

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report – Payroll Management Process of Human Resources department at Hotel The Cox Today.

Dear Sir,

I am happy to submit my internship report on “Payroll Management Process of Human Resources Management”. This report is part of my Bachelor’s degree in Tourism and Hospitality Management at Daffodil International University.

It includes the things I learned and the work I did during my internship. This experience helped me understand real HR work and improved my skills.

Thank you for your support and guidance. I hope the report is helpful and meets your expectations.

Sincerely,

Mihza bin Shahed

.....
Md.Mihza Bin Shahed

ID: 201-43-131

Bachelor of Tourism & Hospitality Management

Daffodil International University

CERTIFICATE OF APPROVAL

This letter certifies that Md. Mihza Bin Shahed (ID: 201-43-131) has successfully submitted the internship report on "Payroll Management Process of the Human Resources Department at Hotel The Cox Today" as part of the academic requirements for the Bachelor of Tourism and Hospitality Management degree at Daffodil International University.

I have reviewed the report and found it acceptable in terms of content and quality for the completion of the program.

I wish him all the best in his future career



.....
Mr. Md. Mishkatul Kabir

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Date: 23rd April, 2025

DECLARATION

I, Md. Mihza Bin Shahed, a student of the Tourism and Hospitality Management Department at Daffodil International University (ID: 201-43-131), hereby declares that the content of this report is the result of my own work. Any ideas, references, or information taken from other sources have been clearly acknowledged and properly cited.

I have maintained honesty and fairness throughout the preparation of this report and have not included any false or misleading information. I fully understand that failure to follow academic rules may lead to disciplinary measures by the university

Mihza bin Shahed

.....

Md. Mihza Bin Shahed

ID:201-43-131

Department of Tourism and Hospitality Management

Daffodil International University

Date: 23rd April, 2025

Acknowledgment

I am pleased to present this report following the successful completion of a six-month internship program. First, I am very thankful to Mr. Md. Miskatul Kabir, Lecturer in the Department of Tourism and Hospitality Management at Daffodil International University, for his constant guidance and encouragement. His support helped me stay focused and complete this report successfully. I am also grateful to Mr. Abu Bakar Siddique, Senior Executive (HR & Admin) at Hotel The Cox Today, for guiding me throughout my internship. His advice and supportive attitude helped me gain valuable practical experience.

Thanks as well to the entire HR team at Hotel The Cox Today for being welcoming and helpful. Their cooperation created a great learning environment.

Executive Summary

This report is based on a six-month internship completed in the Human Resources Department at Hotel The Cox Today. The main focus of the report is payroll management, which is an important part of HR work. During the internship, tasks included updating daily attendance using Excel and IDS software, entering employee information into the payroll system, and checking that bank details were correct for salary transfers. Work also involved tracking absences, late arrivals, and unpaid leaves, following the hotel's rules. This internship helped in learning how payroll is managed step by step in a real hotel. It also showed how the HR and Accounts departments work together to make sure salaries are paid correctly and on time. The overall experience improved skills in data handling, time management, and communication.

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CHAPTER-1

INTRODUCTION

1.1 Introduction of Hotel The Cox Today

Payroll management process is a system used to make sure employees get their salaries on time and without any mistakes. In the hotel industry, it is very important because many people work in different roles. If payroll is done properly, staff stay happy, and the hotel runs smoothly. Hotel The Cox Today is a well-known luxury hotel in Cox's Bazar. It has many departments, and a large number of employees work there every day. The Human Resources (HR) Department handles important tasks like keeping attendance records, managing leave, calculating salaries, and sending the payments to the bank. One of their most important jobs is payroll management. This report is written based on a six-month internship in the HR Department at Hotel The Cox Today. The main goal is to explain how payroll management process works in real life. It talks about how employee information is handled, how working days and leaves are recorded, and how salaries are prepared using payroll software like IDS. Understanding the payroll process helps to see how the HR team supports the hotel by paying staff on time, following the rules, and keeping things fair for everyone.

1.2 Background of the study:

Payroll management process plays a vital role in hotel operations, especially in keeping employees motivated and maintaining smooth workflow. When staff are paid correctly and on time, it builds trust and encourages better performance. Any delay or mistake in payment can affect staff morale and service quality.

The study aims to show how proper payroll handling supports the overall success of a hotel, ensuring that employee needs are met while following legal and organizational rules.

1.3 Scope of the Study:

This study focuses only at the payroll management process in the Human Resources Department at Hotel The Cox Today. Instead of covering the whole HR department, it focuses on the parts related to salary calculation, deductions, allowances and incentives.

1.4 Board Objective:

The main objective of this study is to understand how payroll tasks are managed within the Human Resources Department of Hotel The Cox Today. The focus is on how employee salary-related activities are handled and how this area of HR contributes to smooth hotel operations.

1.4.1 Specific Objectives:

- To understand how attendance is recorded and used for salary calculation
- To observe how salaries, deductions, and bonuses are calculated.
- To observe how salaries are sent to employees through bank transfers.
- To recommend some basic improvements for better payroll handling in the HR department.

1.5 Methodology of the Study

This report is descriptive and exploratory in nature, focusing on the payroll management process and how payroll-related tasks are carried out in the Human Resources department.

1.5.1 Sources of Data

This report includes only secondary data, taken from internal HR documents, such as attendance sheets, employee forms, or system manuals. These were shared by the HR department for learning purposes during the training period.

1.6 Limitations of the Study

Limited Access to Confidential Information: The intern was not allowed to view private information such as salary details, tax documents, or other official financial records. These were handled only by senior HR staff.

Time Limit and Job Role: Although the internship lasted six months, the tasks given were simple and entry-level. More advanced work, especially anything related to important documents or financial decisions, was not part of the intern's role.

CHAPTER-2

AN OVERVIEW OF THE HOTEL

2.1 Introduction

Hotel The Cox Today started its journey in 2006. Since then, it has become a trusted place for many people, both from Bangladesh and other countries. Because of its good location and service, many guests choose this hotel when they come for vacation or work.

From the beginning, the hotel has tried to make sure that all guests feel comfortable and happy during their stay. With time, the hotel has improved its services and facilities. Many people who stay once like it so much that they come back again.

The hotel is managed by a group of experienced people. There are different teams for different types of work, and everyone works together to make sure everything runs well. The hotel always takes care of cleanliness, discipline, and guest satisfaction.

Hotel The Cox Today also gives importance to staff training. The workers are trained regularly so they can do their jobs better. The hotel believes that when staff are happy and skilled, they can give better service to guests. The management also listens to guest feedback and tries to improve based on their suggestions.

The hotel wants to keep growing in the future. It plans to keep its service quality high and find new ways to make guests happy. With its hard work and experience, Hotel The Cox Today hopes to stay one of the best hotels in Cox's Bazar.

2.2 Mission

The mission of Hotel The Cox Today is to provide high-quality service and a comfortable environment for all guests. The hotel aims to make every visitor feel welcomed, relaxed, and valued by offering modern facilities, professional staff support, and a safe, enjoyable stay near the sea. The goal is to maintain excellent hospitality standards while meeting the needs of different types of guests - from tourists to business travelers.

2.3 Vision

The vision of Hotel The Cox Today is to become one of the most trusted and well-known hotels in Bangladesh by offering outstanding guest experiences. The hotel wants to grow as a brand that stands for quality, care, and comfort, and to be a top choice for both local and international guests visiting Cox's Bazar.

2.4 Organization Chart of Hotel The Cox Today:

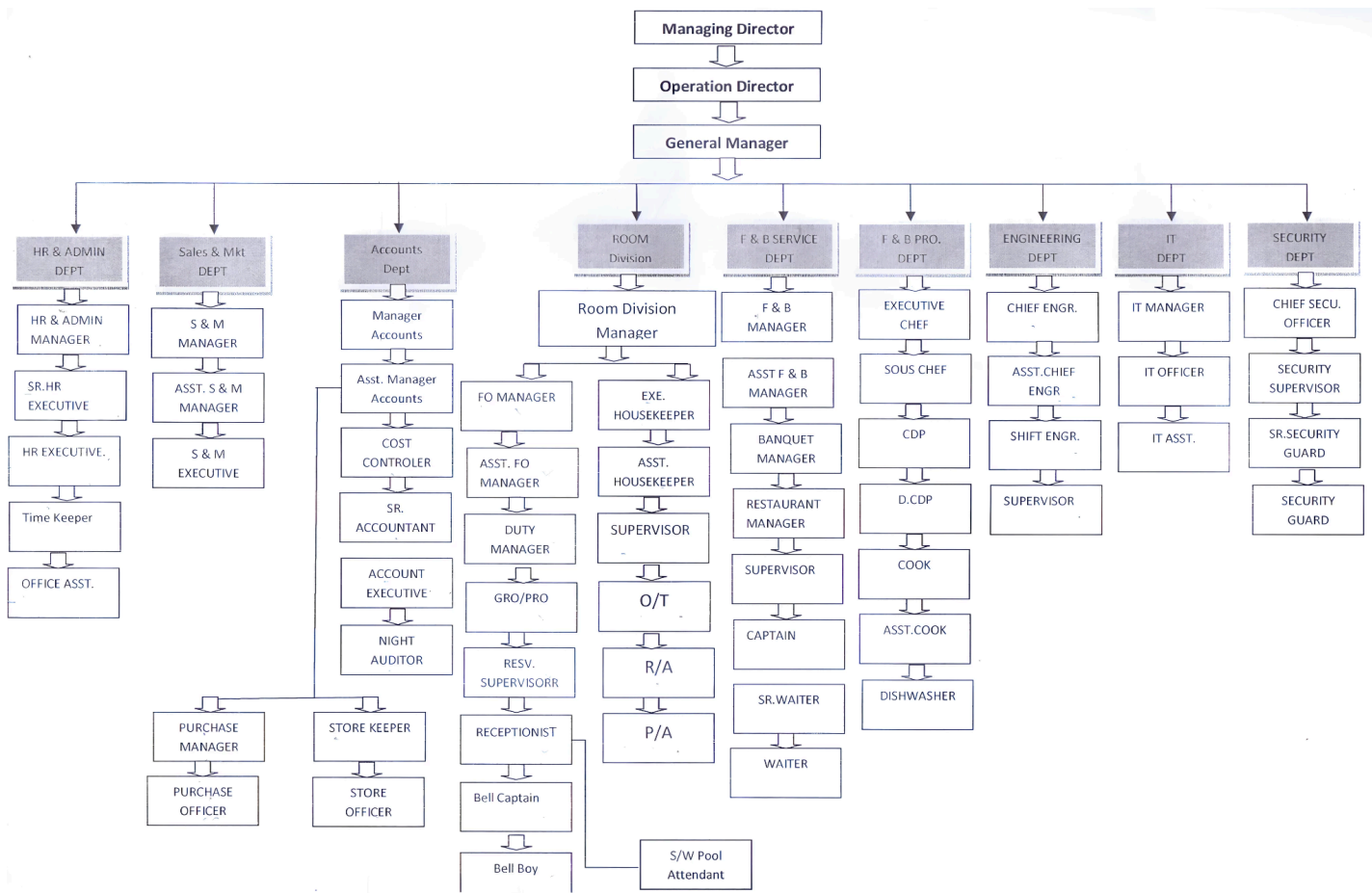


Figure 1: Organogram of Hotel the Cox Today (Note book of job description of Hotel The Cox Today, 2018)

CHAPTER-3

DISCUSSION AND ANALYSIS

3.1 Payroll management

Managing payroll means making sure employees receive their correct salaries every month. It includes checking how many days someone worked, which leaves were taken, and if there are any extra hours or overtime to count. At the same time, it involves subtracting things like unpaid leaves, taxes, or any loan amounts. Once everything is reviewed, the salary is calculated and paid through the bank.

3.2 Payroll process of Human Resources Department

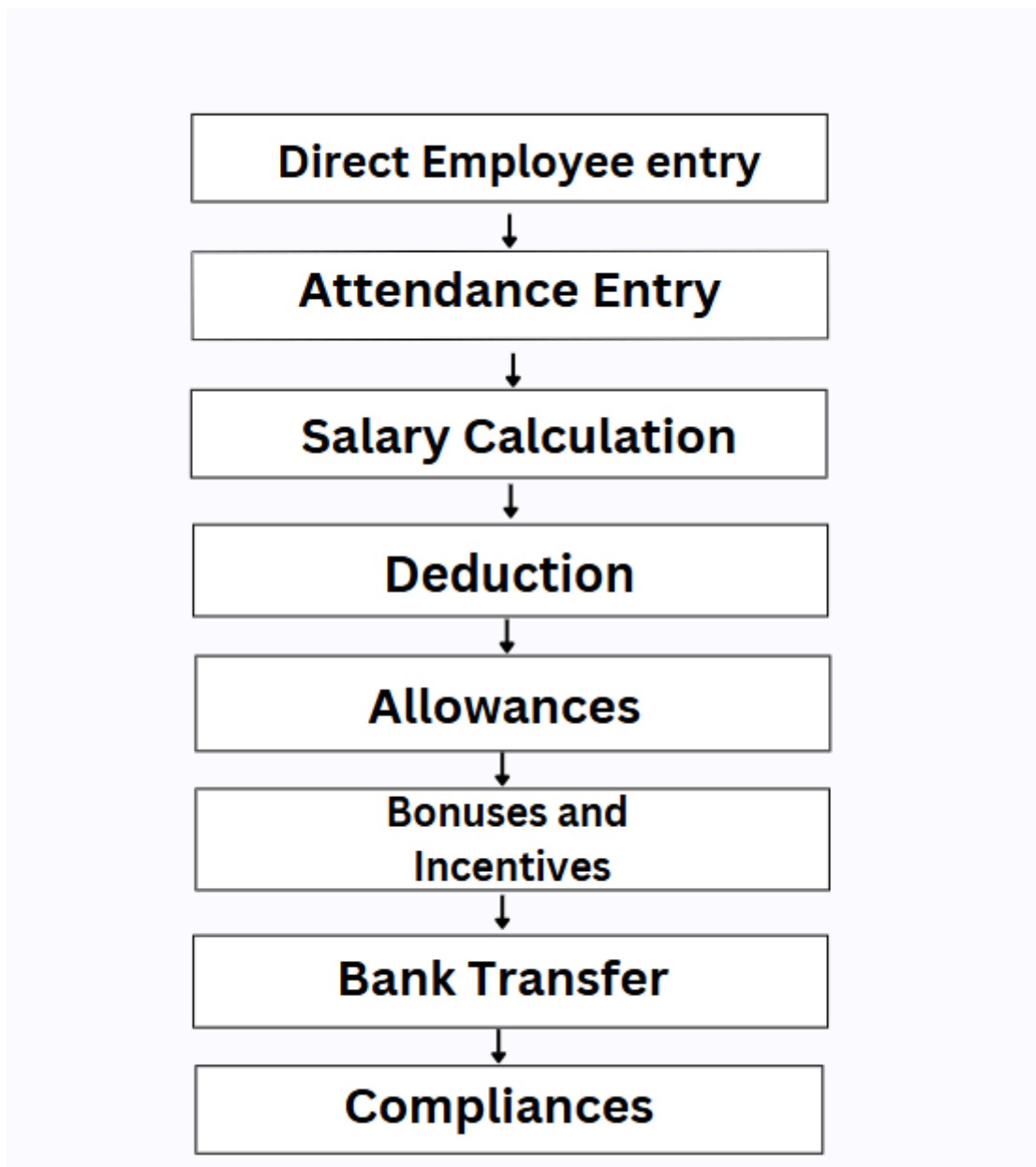


Figure-2: The Process of Payroll management (Author's Construct, 2025)

3.2.1 Direct employee entry on IDS:

This is the first step in the payroll process using IDS software. In this stage, an employee's information needs to be entered properly, as it is essential for the entire payroll system.

Personal information:

- Name of the employee according to national identification card.
- Date of birth of the employee.
- Birthplace of the employee.
Parents' names.
- Gender of the employee.
- Marital status.
- Nationality of the employee.
- Religion of the employee.

Permanent address:

- In this section two addresses have to be included.
- City where employee lives
- State of the employee
- Country of birth.
- Pin code of the specific village/area.
- Telephone number and email.

Organizational Information:

- Designation
- Department code
- Grade
- Calculation method(General, Executive, Manager)
- Employee ID.

The amount of salary includes:

- Basic salary
- House rent
- Conveyance
- Medical allowance

3.2.2 Attendance entry

This means recording whether an employee is present, absent, or late on a working day. It is usually done through software and attendance sheets.

Casual Leave: Casual leave is taken for personal reasons, such as family needs or urgent tasks. It is usually limited and must be approved in advance.

Public Holiday: Official government-declared holidays like Eid, Independence Day, or Victory Day.

Sick Leave: Sick leave is used when an employee is unwell and cannot attend work. Hotel The Cox Today allows one day of sick leave every month.

Day Off: A day off is a regular rest day, like a weekend or scheduled off-day. It is part of the employee's weekly routine.

Leave based on approval:

Leave with pay: The HR department officially approves this leave. The employee's salary is not affected during this time.

Leave without pay: This leave is taken without proper approval from department head and HR manager. The employee does not receive salary for these days.

Method of collecting attendance:

- Attendance is collected from employee leave application forms.
- It is also collected through fingerprint scans using biometric systems.

Method of recording attendance:

- Attendance is directly recorded in an Excel sheet.
- The system counts the total granted leave and the total leave taken. It also calculates the remaining leave balance.
- The number of days an employee is allowed to take off in a month is entered. Additionally, one sick leave is permitted within the month.

Attendance entry on IDS software

Once attendance data is collected from leave forms and fingerprint records, it must be entered into the attendance entry section of the IDS software.

Process of entering attendance on IDS:

- Attendance is first collected from fingerprint data and compared with the Excel attendance sheet.
- If the fingerprint data does not match the Excel data, the leave application forms are checked.
- For example, if fingerprint data shows 20 working days out of 30, and a leave application is found for 5 days only, the remaining 5 days without application will be marked as absent.

3.2.3 Salary Calculation

Salary calculation is a major part of the payroll process in the HR department. In Hotel The Cox Today, salaries are calculated based on working days, approved leaves, advances salary, loans and other additions. The following points describe the salary calculation process:

- **Collecting Attendance:** Final collected attendance data helps HR track total working days, present days, leaves, and absences.
- **Calculating Basic Salary:** The basic salary is calculated using this formula :
$$\text{Monthly Salary} \div \text{Total Working Days} \times \text{Days Present}$$

Example: If monthly salary is 30,000 BDT and the employee worked 24 out of 30 days :
$$(30,000 \div 30) \times 24 = 26,000 \text{ BDT}$$

- **Gross Salary Calculation:** Gross Salary = Basic Salary + Allowances + Overtime.
This total is processed in IDS software for accuracy.

3.2.4 Deductions

Once gross salary is calculated, deductions are applied before final payment. The deduction process includes the following:

- **Leave without pay (LWP)**
Unapproved or extra leave is treated as LWP and deducted from salary.
Example: For 2 unpaid leave days in a 30,000 BDT/month salary:
$$(30,000 \div 30) \times 2 = 2,000 \text{ BDT}$$
- **Tax deduction**
According to the National Board of Revenue If an individual earns more than BDT 3, 50,000 per year, are eligible to pay tax. For example if an employee earns between 3, 50,001–4, 50,000 he has to pay 5% tax annually. Tax is deducted from salaries of taxable employees. The HR department calculates and submits the correct amount to the Accounts and Finance department.
- **Provident fund (PF) deduction**
A fixed percentage 5–10% of the basic salary is deducted as PF contribution and saved in the employee's PF account.
- **Loan and advance recovery**
if an employee has taken a loan or salary advance, a fixed amount is deducted each month until repayment is complete.
- **Verifying deductions**
HR verifies all deductions using attendance records, tax files, PF logs, and loan documents. After confirmation, the data is entered into IDS.
- **Net salary calculation**
$$\text{Net Salary} = \text{Gross Salary} - \text{Total Deductions}$$

This is the final salary transferred to the employee's bank or bKash account

3.2.5 Allowances

Allowances are additional payments given with basic salary to help employees cover living costs like rent, transport, food, and medical needs. At Hotel The Cox Today, these benefits support employee satisfaction and motivation.

Common Allowances in Hotel The Cox Today

- **House rent allowance**
Helps employees pay their house rent. The amount is based on a percentage of the basic salary.
- **Medical allowance**
This allowance helps employees cover basic medical costs and is given to everyone.
- **Transport allowance**
Given to help employees pay for travel between home and work.
- **Food allowance**
Helps cover the cost of meals during working hours, especially for employees who work long shifts.

Based on position

Allowance amounts vary by position, with higher roles receiving more to ensure fairness and balance.

3.2.6 Bonuses and Incentives

Festival Bonuses

Employees receive two Eid bonuses each year, usually half of their basic salary, to help them celebrate with financial ease.

Monthly Incentives

each month, one employee is awarded 5,000 BDT as “Employee of the Month,” while other nominees receive 1,000 BDT for their good performance and discipline.

Motivation through Rewards

Bonuses and incentives play a big role in keeping staff motivated, encouraging better work, and creating a positive work environment.

Payroll Entry and Approval

These rewards are entered into the IDS payroll system by HR and must be approved by management before payment.

Regular Payment Structure

Festival bonuses are given yearly, and monthly incentives reward performance, keeping employees regularly motivated.

3.2.7 Bank Transfer

Coordinating with the Accounts and Finance department.

Once salaries are calculated, the HR department sends the salary sheet to Accounts and Finance for review. After approval, the salary is processed for payment

Salary disbursement process

Hotel The Cox Today uses City Bank to send salaries from a main account. After confirming net salaries in the IDS system, the bank deposits the amount directly into each employee's account.

Bank account requirement

All employees must open a City Bank account, with new hires guided by HR department during onboarding. Once opened, the bank details are updated in the payroll system

Salary collection

After salaries are transferred, employees can withdraw their pay from City Bank ATMs or visit the bank. Using the same bank for all salaries streamlines the process for both the hotel and employees.

Benefits of bank transfer

- Ensures timely and secure payment.
- Reduces errors and the need for handling cash.
- Keep proper records of each transaction.
- Helps employees manage their income better.

Verification and confirmation

after the transfer, HR confirms with City Bank that all payments have been successfully delivered. A copy of the bank transfer list is saved by HR for future reference.

3.2.8 Compliance

Labor law compliance

Salary calculations and deductions follow Bangladesh Labor Law, ensuring minimum wage, approved leave, and a legal work schedule of 8 hours daily and 48 hours weekly as per Section 100 of labor law.

Tax compliance

The HR department deducts income tax (TDS) from employees who earn above the taxable limit. These amounts are calculated as per government rules and submitted to the National Board of Revenue (NBR).

Provident fund rules

Dedications for the provident fund are done monthly and both employer and employee contributions are recorded. This is part of financial security for employees and follows legal policies.

CHAPTER-4

Findings, Recommendations and Conclusions

4.1 Findings

Key findings from the internship experience in payroll management at Hotel The Cox Today are outlined below

Use of Payroll Software: The IDS software used by Hotel The Cox Today helped manage payroll tasks like attendance, salary, and deductions in an organized and efficient way.

Timely Salary Payments: Employee salaries were usually paid on time through direct bank transfers, showing good coordination between the HR and Accounts department

Clear Leave Policies: The HR department followed well-defined rules for managing different types of leave, which helped maintain fairness in payroll calculations.

Mismatch in Attendance Records: Sometimes, the data from the fingerprint system and Excel sheets didn't match, causing confusion and requiring extra checks.

Manual Document Work: Most employee files were stored in hard copy, making it slow to find or update information when needed.

4.2 Recommendations

- The hotel may use an automatic attendance system that links fingerprint data directly to the IDS software. This could help avoid mistakes and save time during payroll work.
- Employee records could be stored in digital form using HR software. This may make it easier to find, update, and keep employee information safe and organized.

4.3 Conclusions

The internship at Hotel The Cox Today was a valuable chance to learn how payroll is managed in a real hotel setting. It provided hands-on experience in many tasks such as entering employee information, tracking attendance, calculating salaries, applying deductions and allowances, giving bonuses, and sending payments through the bank. All of these steps were done carefully and professionally. The use of IDS software made the payroll process more organized and reduced mistakes. Although there were some issues like delays in collecting data and the need for manual checking, the overall system worked well. This internship helped build a clear understanding of how payroll helps keep employees satisfied, ensures rules are followed, and supports the smooth running of the hotel. The knowledge and experience gained will be very helpful for future work in the hospitality field.

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