

A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company

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LETTER OF TRANSMITTAL

Date:

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Subject: Submission of Internship Report on A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company.

Dear Sir,

With great pleasure, I am submitting my internship report on A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company

which was assigned to me as a part of my BBA Program. I have completed this report as per suggestion and necessary information you give me from time to time.

I am highly appreciated for your guidance and consistent cooperation and I hope that the report will be completed as per your expectations.

Thank you

Sincerely yours,



Arifur Rahman Tushar

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STUDENT DECLARATION

I am Arifur Rahman Tushar, ID#201-11-1046, student of BBA program, Daffodil International University, thusly pronounces that the internship report entitled on **A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company**, completely ready by me just after my internship at **Fatema Transport Company** under the supervision and guidance of Maria Islam , Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University.

I announce this report entitled **A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company**.

Submitted by me to Daffodil International University, Dhaka for the fulfillment of BBA is of my own and has not been submitted to any other university.



Arifur Rahman Tushar

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LETTER OF ACCEPTANCE

This is to certify that the internship report entitled on **A Study on Incorporating MIS Approaches to HRM Department: Insights from an Internship at Fatema Transport Company** prepared by **Arifur Rahman Tushar, ID#201-11-1046** as a requirement of the BBA Program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission.



Maria Islam

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ACKNOWLEDGEMENT

First of all, I would like to give thanks to my almighty for enabling me to complete this internship report within the scheduled time. With the support of my Allah, I would not be able to complete

This report in time. Internship report is the part of BBA program as one can get practical knowledge within the period of three months by observing and doing the daily works of the chosen organization. In this regard I completed my internship from Fatema Transport Company.

First, I would like to give thanks to my supervisor, Maria Islam, Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, who supervised me in the right way and gave me the best instruction for preparing this Internship report.

I acknowledge my indebtedness to Fatema transport, for his consistent guidance and valuable suggestions from time to time. I am also grateful to all of the officers and employees and some of my friends who are doing their internship with me in this organization.

Executive Summary

This report explores how Fatema Transport can improve its Human Resource Management (HRM) by using Management Information System (MIS) tools, even though it does not have a dedicated MIS department. The study focuses on identifying gaps in the current HR practices and suggesting ways to make operations more efficient and technology-driven.

The research shows that Fatema Transport faces several challenges in its HR operations. Employees and customers expressed mixed satisfaction levels, and many employees are unfamiliar with MIS concepts. Common issues include service delays, resistance to change, lack of training, and high costs. These barriers make it difficult to integrate technology into HR processes.

Despite these challenges, there are significant opportunities for improvement. MIS tools such as Oracle PeopleSoft, BambooHR, and SAP SuccessFactors can help streamline tasks like hiring, training, performance tracking, and data management.

To address the problems, the report suggests some key actions such as to enhance transparency and efficiency within the HR department, it is essential to revamp existing workflows by streamlining processes, eliminating redundancies, and implementing clear guidelines that promote employee awareness and access. Additionally, conducting comprehensive training sessions will be crucial to familiarize employees with Management Information Systems (MIS) tools, ensuring they are comfortable and proficient in using the new technologies. Implementing technology upgrades, such as advanced tracking systems, will further minimize delays by automating repetitive tasks and providing real-time updates. A phased approach to integrating MIS tools will be key, focusing on cost-effectiveness and effective change management. This will involve pilot testing, clear milestones, and engaging stakeholders early on to ensure smooth adoption and successful long-term implementation.

By taking these steps, Fatema Transport can modernize its operations, enhance employee and customer satisfaction, and position itself for sustainable growth. The report concludes that adopting MIS is essential for staying competitive in the transportation industry.

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Chapter 1: Introduction

1.1 Introduction of the Study

Transportation plays a critical role in facilitating economic activities and ensuring the smooth functioning of global and local supply chains. As industries and businesses increasingly depend on reliable logistical solutions, transportation companies have emerged as vital contributors to societal and economic progress. This study focuses on Fatema Transport, a leading entity in the transportation industry, examining its operational excellence, service portfolio, and strategic approaches.

The primary objective of this study is to explore the factors contributing to Fatema Transport's success, including its customer-centric practices, compliance with regulatory standards, and contributions to international trade facilitation. By analyzing the company's operations, fleet capabilities, and growth strategies, this study aims to highlight how Fatema Transport addresses the evolving transportation needs of its clientele while maintaining a commitment to quality and sustainability. Furthermore, this study sheds light on the company's broader impact, such as its role in fostering economic development and engaging in corporate social responsibility initiatives.

This chapter sets the stage for a comprehensive exploration of Fatema Transport, offering insights into the company's operational framework, challenges, and future growth potential within a highly competitive transportation sector.

1.2 Background of the Study

In the contemporary business landscape, management information systems (MIS) serve as the bedrock for streamlining operations and facilitating data-driven decision-making processes. However, within the framework of Fatema Transport, the absence of a dedicated MIS department poses challenges in harnessing the full potential of MIS approaches. Specifically, the Human Resource Management (HRM) functions of the company lack integration with MIS tools and techniques, warranting a thorough examination and strategic recommendations to bridge this gap effectively.

1.3 Objectives of the Study

The objectives of this study are delineated as follows Assess the current HRM processes at Fatema Transport.

- Analyze the significance of integrating MIS into HRM to enhance operational efficiency and decision-making.
- Evaluate current HRM practices at Fatema Transport and identify key areas for MIS-driven improvement.
- Propose strategies for effective MIS adoption to optimize HR operations and support sustainable growth.

1.4 Scope of the Study

This study focuses on improving HR practices at Fatema Transport. It looks at how Management Information System (MIS) tools can help, even though the company does not have a dedicated MIS department.

The study examines the current HR processes to find their strengths and weaknesses. It also explores how these processes affect the company's overall performance.

MIS tools like BambooHR and Zoho People have the potential to make HR work faster and easier. The study also identifies the challenges of using MIS in the company. These challenges include employee resistance, lack of knowledge about technology, and financial issues.

To address these challenges, the study suggests practical steps for using MIS tools in phases. This approach aims to make the changes smooth and affordable.

The research includes feedback from employees and customers. Surveys and interviews were used to gather their opinions. This ensures the study reflects real experiences.

Finally, the study connects these findings to trends in the transportation sector. It shows how MIS tools can help Fatema Transport grow and stay competitive.

In summary, the study provides a plan to modernize HR practices. It helps the company overcome challenges and use technology to improve its operations.

1.5 Methodology

The study employed a combination of primary and secondary data collection methods to provide a comprehensive analysis of Fatema Transport's operations and contributions to the transportation industry. This segment outlines the approaches taken to gather and analyze the data used in the report.

1.5.1 Data Collection

To complete the study, two types of data were utilized:

Primary Data:

- Direct interaction with the corporate team at Fatema Transport.
- Face-to-face discussions with employees and management.
- Observation of day-to-day operations during site visits.
- Insights from practical engagements with the organization.

Secondary Data:

- Company documents, including annual reports and operational records.
- Previous reports, research papers, and journal articles related to the transportation sector.
- Fatema Transport's official website and other relevant online resources.

1.5.2 Sample Unit

The sample units for this study consisted of Fatema Transport's employees, customers utilizing the company's services, and management personnel providing strategic insights. These individuals were selected based on their direct engagement with the organization's operations and willingness to participate in the study.

1.5.3 Sample Size

The sample size included 50 respondents, comprising 30 employees and 20 customers. The sample was carefully selected to ensure balanced representation from operational and client

perspectives, allowing for a holistic understanding of Fatema Transport's impact and service quality.

1.5.4 Sampling Method

The convenience sampling method was employed to select participants for the study. This non-probability sampling approach was chosen to ensure the participation of accessible and relevant stakeholders who could provide valuable insights into the company's operations and performance.

1.5.5 Data Collection Method

Data for this study were gathered through structured interviews and observation, supplemented by secondary data from documented sources. A customized questionnaire was used to obtain customer feedback, focusing on service satisfaction, efficiency, and reliability. Additionally, informal discussions with employees provided insights into operational challenges and strategies for improvement.

1.6 Limitations of the Study

The limitations of this study are outlined as follows:

- The study focuses solely on the integration of MIS in HRM functions, overlooking potential synergies with other organizational domains.
- Detailed technical aspects and associated costs of implementing the proposed recommendations are not addressed.
- The suggestions provided are based on available information and secondary research, which may not fully capture the nuanced complexities of Fatema Transport's operational context.
- The study does not account for potential cultural or organizational barriers that may impede the successful implementation of MIS in HRM.
- The findings and recommendations may require further validation through empirical testing and real-world implementation to ascertain their efficacy and relevance in practice.

Chapter 2:

Overview of Fatema Transport

2.1 About Fatema Transport

Fatema Transport is a prominent and trusted name in the transportation sector. Founded with the goal of addressing the growing need for reliable logistics solutions, the company has become a leader in providing comprehensive transportation services. From small-scale courier deliveries to large-scale goods transportation and specialized services for households and businesses, Fatema Transport prides itself on its ability to adapt to changing customer demands. The company operates with a customer-first approach, ensuring that its services are timely, secure, and cost-effective. With a robust fleet and a skilled team, Fatema Transport has built a reputation for excellence and reliability, fostering long-term relationships with clients across diverse industries.

2.2 Vision

To redefine the transportation industry through innovation, customer satisfaction, and operational excellence, becoming a leader in sustainable and efficient logistics solutions that empower businesses and communities.

2.3 Mission

To deliver exceptional transportation services tailored to the unique needs of our clients.

To embrace cutting-edge technologies that enhance efficiency and service quality.

To prioritize safety, sustainability, and integrity in every aspect of our operations.

To contribute to the economic growth of the regions we serve by supporting seamless trade and logistics.

2.4 Core Values

Customer Satisfaction: Understanding and exceeding customer expectations at every step.

Safety and Security: Ensuring the protection of goods, people, and the environment during operations.

Innovation: Continuously improving through technology and creative problem-solving.

Sustainability: Promoting eco-friendly practices and minimizing our carbon footprint.

Teamwork: Fostering collaboration and mutual respect among employees and partners.

Accountability: Taking full responsibility for delivering high-quality and ethical services.

2.5 Services Offered by Fatema Transport

Fatema Transport's suite of services reflects its adaptability and customer-centric approach. Each service is meticulously designed to meet specific needs, ensuring efficiency and reliability:

Household Relocation: Moving homes can be stressful, but Fatema Transport transforms it into a seamless experience. From delicate items like glassware to heavy furniture, their team ensures safe handling and timely delivery, alleviating the burden for families.

Office Shifting: Relocating a business is a critical task that demands precision. Fatema Transport minimizes downtime through expert planning and execution, allowing businesses to resume operations swiftly in their new premises.

Goods Transportation: The company's versatility shines in its ability to transport goods of varying sizes and complexities. Whether it's light packages or heavy machinery, Fatema Transport delivers with equal efficiency.

Courier Services: Recognizing the importance of swift document and parcel deliveries, the courier service guarantees speed and reliability, catering to both businesses and individuals.

Import and Export Logistics: Navigating international trade requires expertise. Fatema Transport simplifies this process by managing port logistics efficiently, facilitating global commerce for clients.

Specialized Transport: For items that require special care—fragile, oversized, or high-value goods—Fatema Transport offers tailored solutions backed by expertise and precision.

Contract-Based Services: Long-term partnerships with businesses allow for streamlined logistics. These contract-based services are both cost-effective and dependable, ensuring mutual

2.6 Organization Organogram

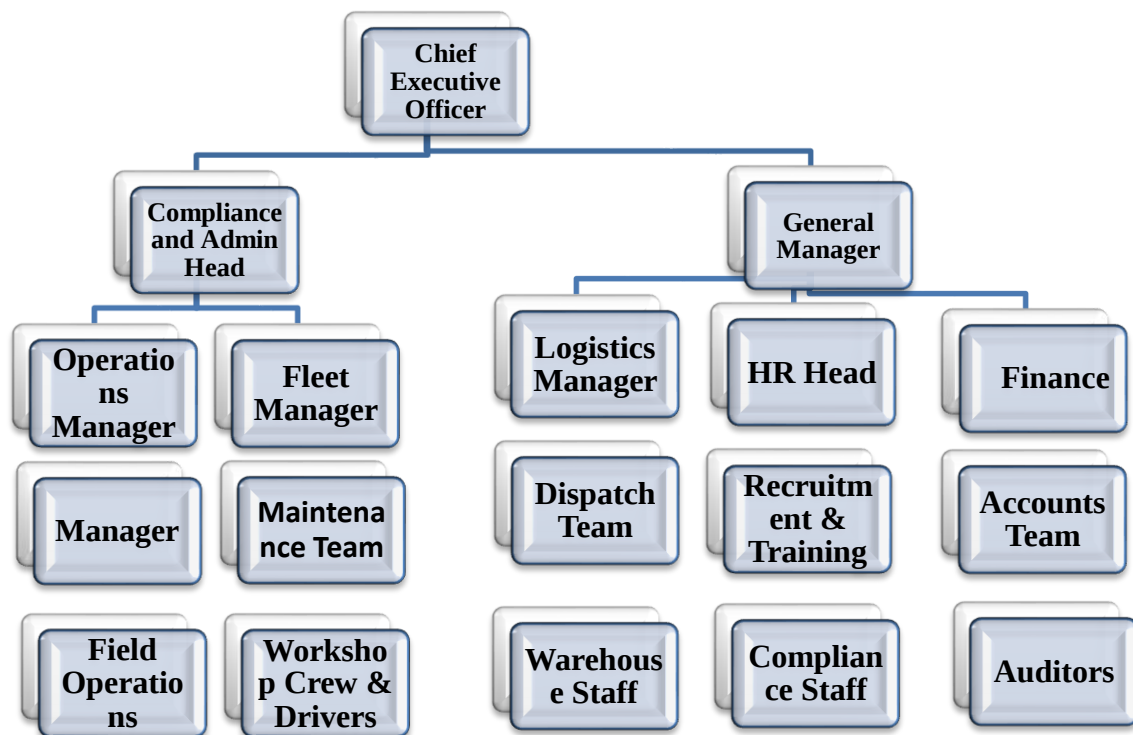


Figure 1:Organizational Organogram of Fatema Transport

The structure of Fatema Transport is designed for efficiency and clarity. At the helm is the Chief Executive Officer (CEO), who provides strategic direction. Supporting the CEO is a team of dedicated leaders, including the General Manager and the Compliance & Admin Head. Each division, from operations to finance, is headed by experts who ensure smooth workflows.

Teams are organized to focus on specific functions:

Operations Team: Oversees field operations, ensuring every transport task is executed flawlessly.

Fleet and Maintenance Team: Maintains the fleet's reliability, keeping vehicles in top condition.

Logistics Team: Manages warehouse operations and dispatches, ensuring timely and accurate deliveries.

HR Team: Focuses on recruitment, training, and fostering a positive workplace culture.

Finance Team: Handles budgeting and auditing, ensuring financial integrity.

Chapter 3:

Fatema Transport's HRM and MIS

Integration Need

3.1 Questionnaire Survey Analysis

This chapter provides an analysis of the survey responses aimed at understanding the current state of HR operations at Fatema Transport and the need for integrating Management Information Systems (MIS).

3.1.1 Satisfaction with HR Operations Efficiency

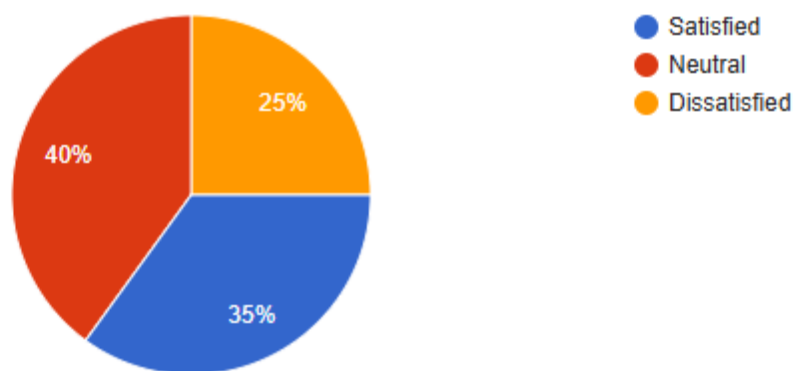


Figure 2: The Percentage of Satisfaction with HR Operations Efficiency

Interpretation: The responses indicate varied opinions on the efficiency of HR operations. While 35% of participants expressed satisfaction, 40% reported feeling neutral, and 25% were dissatisfied. This suggests that while some employees are content with the current state of operations, a significant portion either perceives inefficiencies or is unsure of their stance. These results point to the need for an in-depth evaluation of HR processes and the implementation of changes to improve operational efficiency and employee perception.

3.1.2 Familiarity with MIS Concepts

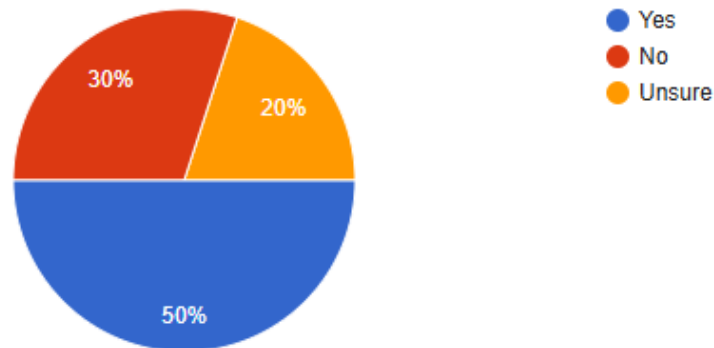


Figure 3: The Percentage of Familiarity with MIS Concepts

Interpretation: The survey results show that 50% of respondents are familiar with the concept of MIS, while 30% are not, and 20% are unsure. This indicates a knowledge gap among employees that could hinder the adoption of MIS in the company. Awareness programs and introductory training on MIS concepts could help bridge this gap and prepare employees for a smooth transition to technology-driven HR operations. Addressing this will ensure that employees understand the value and functionality of MIS.

3.1.3 Effectiveness of Current HR Processes

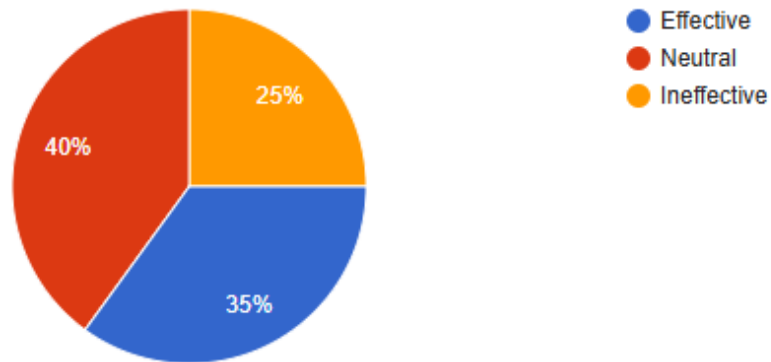


Figure 4: The Percentage of Effectiveness of Current HR Processes

Interpretation: A total of 35% of respondents view the current HR processes as effective, while 40% are neutral, and 25% find them ineffective. This division highlights that a significant number of employees either see room for improvement or are not fully engaged with the HR processes. These findings stress the importance of reviewing HR workflows to identify bottlenecks and inefficiencies. Improvements in communication, clarity of roles, and process automation could enhance the perceived and actual effectiveness of HR operations.

3.1.4 Importance of Training on Advanced Tools

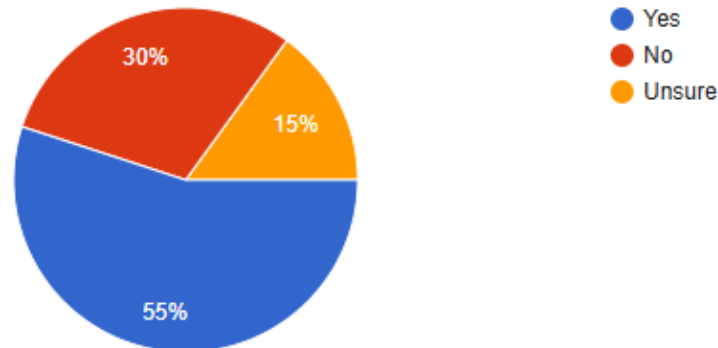


Figure 5: The Percentage of Importance of Training on Advanced Tools

Interpretation: A majority of respondents (55%) agree that training on advanced tools, such as SAP SuccessFactors and Zoho People, would significantly improve HR operations. While 30% disagree, and 15% are unsure. This indicates that employees generally see value in skill development but might lack a clear understanding of the tools' specific benefits. Fatema Transport could introduce trial programs to demonstrate the impact of advanced tools in streamlining HR processes. By doing so, they can increase buy-in among employees and ensure effective implementation.

Examples of advanced tools include Oracle PeopleSoft, Bamboo HR, SAP Success Factors, and Zoho People, which can revolutionize HR operations by improving efficiency and transparency.

3.1.5 Customer Satisfaction with Responsiveness

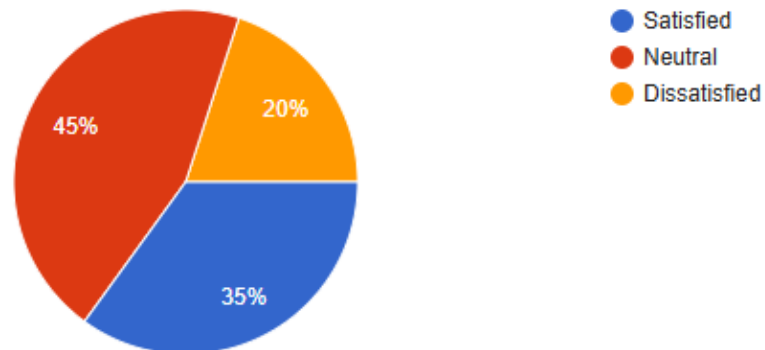


Figure 6: The Percentage of Customer Satisfaction with Responsiveness

Interpretation: Customer satisfaction is mixed, with 35% reporting satisfaction, 45% feeling neutral, and 20% dissatisfied. While some customers are content with the responsiveness, the high percentage of neutral responses indicates that many customers might not have had consistent experiences. To improve, Fatema Transport could focus on optimizing communication channels, ensuring faster query resolution, and maintaining transparency with customers to boost satisfaction levels.

3.1.6 Frequency of Service Delays

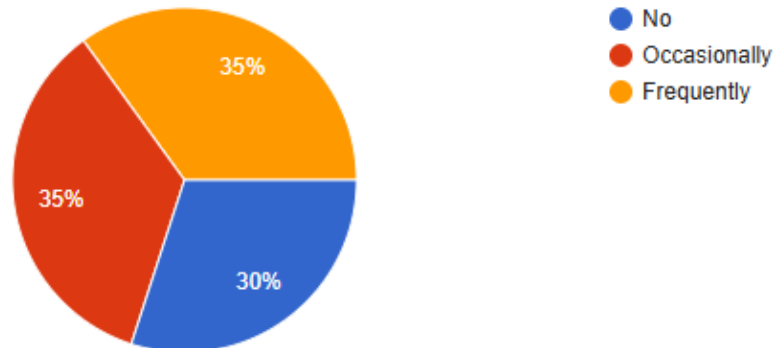


Figure 7: The Percentage of Frequency of Service Delays

Interpretation: The responses reveal that 35% of participants report occasional delays, 35% experience frequent delays, and 30% have not faced delays. This highlights the need for improved logistical operations to ensure timely deliveries. Addressing these delays through better resource management and technology-driven tracking systems could enhance operational efficiency and reduce customer complaints.

3.1.7 Importance of Technology Integration

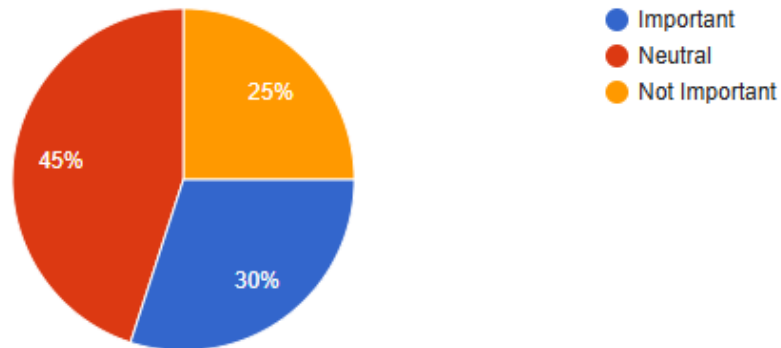


Figure 8: The Percentage Importance of Technology Integration

Interpretation: Among respondents, 45% consider technology integration as important, 30% are neutral, and 25% see it as unimportant. The results highlight a recognition among employees of the role of technology in enhancing performance, though a substantial proportion remains indifferent or unaware. Demonstrating tangible benefits of technology integration using tools like Oracle PeopleSoft and BambooHR, such as improved efficiency and streamlined workflows, could convert neutral and negative perspectives into positive ones, enabling smoother adoption.

3.1.8 Barriers to MIS Adoption

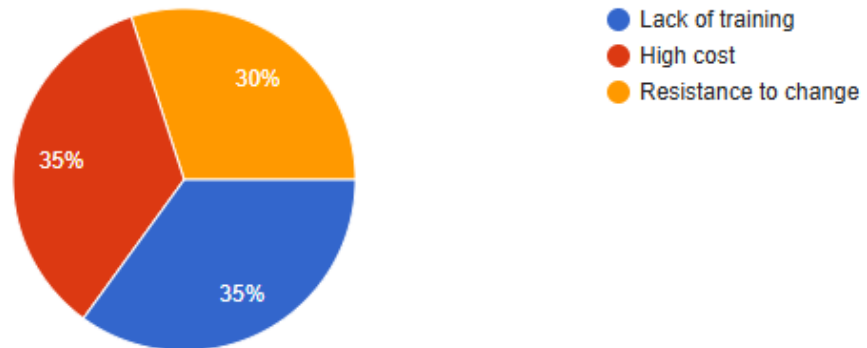


Figure 9: The Percentage of Barriers to MIS Adoption

Interpretation: The survey highlights three main barriers to MIS adoption: lack of training (35%), high cost (35%), and resistance to change (30%). This suggests that employees and management perceive challenges from multiple fronts. To overcome these barriers, Fatema Transport should develop a phased MIS implementation plan that includes cost-effective solutions, comprehensive training programs, and initiatives to address resistance through effective change management strategies.

3.1.9 Critical Areas for Improvement in HR Framework

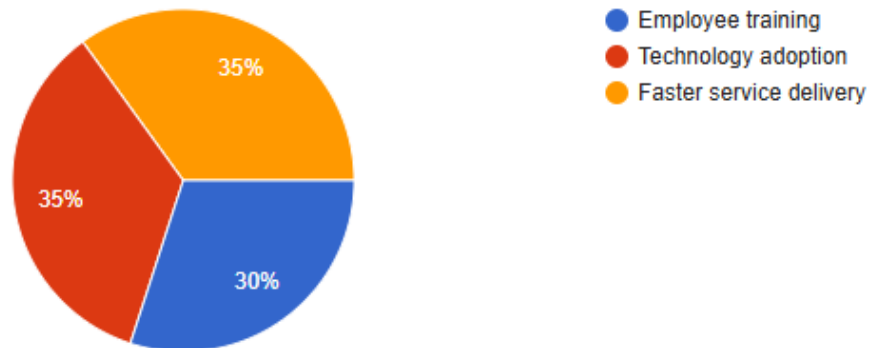


Figure 10: The Percentage of Critical Areas for Improvement in HR Framework

Interpretation: Responses show an even distribution among technology adoption (35%), employee training (30%), and faster service delivery (35%). This indicates that all three areas are seen as crucial for improvement. Fatema Transport should adopt a balanced approach to address these areas simultaneously, as neglecting any one could hamper overall progress. Prioritizing technology adoption while enhancing employee skills and optimizing service delivery would drive long-term success.

3.1.10 Strategies for Sustainability and Growth

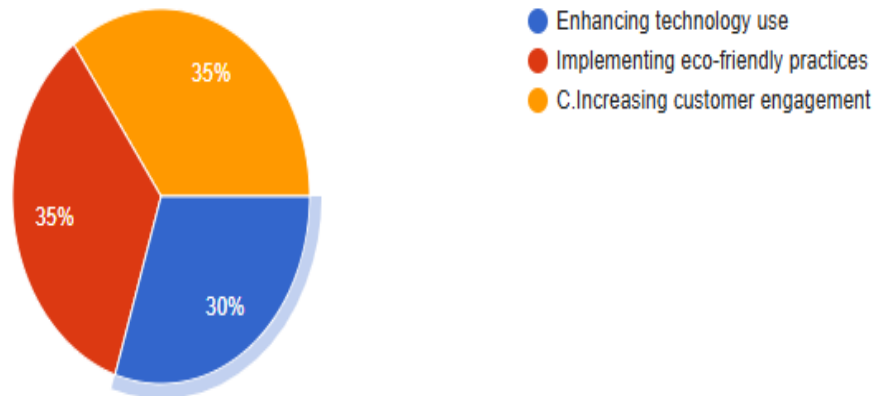


Figure 11: The Percentage of Strategies for Sustainability and Growth

Interpretation: The responses indicate a shared preference for implementing eco-friendly practices (35%), enhancing technology use (30%), and increasing customer engagement (35%). This emphasizes the need for a multi-faceted growth strategy that incorporates sustainability measures, technological innovation, and customer-focused initiatives. A combination of these approaches can help Fatema Transport achieve its sustainability objectives while remaining competitive in the transportation sector.

Chapter 04:

Problems, Recommendations, and Conclusions

4.1 Problems

1. A significant portion of employees and customers are dissatisfied or neutral about HR operations, indicating inefficiencies and gaps in the current system.
2. Many employees lack familiarity with MIS concepts, which could hinder effective adoption and integration.
3. Delays in service delivery remain a recurring issue, affecting customer satisfaction and operational reliability.
4. Resistance to change, lack of training, and high costs are major barriers to MIS implementation, limiting the company's technological advancement.
5. The HR and operational framework requires balanced improvements in employee training, technology adoption, and faster service delivery.

4.2 Recommendations

1. Revamping HR processes to improve efficiency and satisfaction, focusing on transparency and streamlined workflows.
2. Organizing training sessions and awareness programs to educate employees on MIS concepts and their benefits.
3. Implementing operational upgrades such as advanced tracking systems to minimize service delays and enhance customer experience.
4. Developing a phased MIS integration plan that includes affordable solutions, comprehensive training on tools like SAP Success Factors and Zoho People and effective change management strategies
5. Adopting a balanced improvement approach, emphasizing employee training, technology adoption, and customer-centric service enhancements.

4.3 Conclusion

Fatema Transport has the potential to elevate its HR operations and overall efficiency through targeted interventions. By addressing the inefficiencies in its HR framework, introducing structured MIS training programs, and adopting technology-driven solutions, the company can overcome existing challenges. Focused efforts on minimizing service delays, enhancing employee skills, and implementing balanced strategies will not only improve operational

performance but also strengthen customer trust and satisfaction. With these changes, Fatema Transport can position itself as a forward-thinking leader in the transportation sector, ensuring sustainable growth and success in an increasingly competitive market.

Appendix

A Survey Analysis of Fatema Transport's HRM and MIS Integration Need (Questionnaire)

Dear Sir,

I am a student at Daffodil International University. I am currently working on my BBA report. To complete my research on the topic 'Service Quality of Fatema Transport,' I need the information provided in this questionnaire. It will take just 4–5 minutes to fill out. I kindly request your cooperation in helping me finalize my report. Thank you for taking the time to assist me.

1 How satisfied are you with the current efficiency of HR operations at Fatema Transport?

- Satisfied
- Satisfied
- Neutral

Dissatisfied

2. Are you familiar with the concept of Management Information Systems (MIS)?

- Yes
- No
- Unsure

3. How would you rate the effectiveness of the current HR processes?

- Effective
- Neutral
- Ineffective

4. Do you think training on advanced tools could improve HR operations?

- Yes
- No
- Unsure

5. As a customer, how satisfied are you with Fatema Transport's responsiveness?

- Satisfied
- Neutral
- Dissatisfied

6. Have you experienced delays in service delivery?

- No
- Occasionally
- Frequently

7. How important is technology integration in improving HR and operational performance?

- Important
- Neutral
- Not Important

8. What do you think is the biggest barrier to MIS adoption?

- Lack of training
- High cost
- Resistance to change

9. What is the most critical area for improvement in the HR and operational framework?

- Employee training
- Technology adoption
- Faster service delivery

10. Which strategy aligns best with Fatema Transport's sustainability and growth goals?

- Enhancing technology use
- Implementing eco-friendly practices
- C.Increasing customer engagement

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