

THE IMPACT OF TECHNOLOGICAL ADVANCEMENT ON HR
PRACTICES- EMPIRICAL EVIDENCE FROM HR FIRMS IN
BANGLADESH

Dnet

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Internship/Project Report Approval Form

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INTERNSHIP/PROJECT INFORMATION

Internship

Organization : Dnet

Internship /Project Report Topic: The impact of technological advancement on the HR practice -Empirical Evidence from HR Firms in Bangladesh

Term (Tick one): ☐ Spring 2023 ☒ Summer 2023 ☐ Fall 2023

SUPERVISOR APPROVAL

(Tick One)

☐ Approved ☐ Not Approved ☐ Partial Re-write ☐ Full Re-write

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DECLARATION

1. I know that plagiarism means taking and using the ideas, writings, works, or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying but also the extensive use of another person's ideas without proper acknowledgment (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.
2. I acknowledge and understand that plagiarism is wrong.
3. I understand that my research must be accurately referenced.
4. This assignment is my own work or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong and that submitting identical work to others constitutes a form of plagiarism.
5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name FATEMA AKTER RINI

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Signature Rini

Date 27 August, 2023

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Letter of Transmittal

August 27, 2023

Jenifar Soheli

Lecturer

School of Business

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Subject: Submission of internship report on “The Impact of Technological Advancement on HR Practices - Empirical Evidence from HR Firms in Bangladesh”

Dear Ma’am,

With great pleasure, I am going to submit my internship report on “The impact of technological advancement on HR practices - Empirical evidence from HR firms in Bangladesh”. I did my hardest to follow your instructions in every element of the report. I am appreciative of your assistance and kindness in completing this report. I would be delighted and honored if you precede my internship report and apprehend my hard work and dedication. I have tried my best to convey the true impact of advanced technology on HR practices with full effectiveness and efficiency.

I do believe that my effort will meet your expectations and will be looking forward to any kind of recommendation and feedback from you to rectify my problems.

Sincerely,

Fatema Akter Rini

ID- 192011093

School Of Business

Acknowledgment

First and foremost, I would like to express my gratitude to the Almighty Allah for providing me with the strength and courage to complete this report within the given time constraints. I would also like to thank all those who constantly inspired me in the successful and prompt creation of this paper, with their unwavering collaboration and support.

I would like to extend my sincere gratitude to Dnet for providing me with the opportunity to work as an intern in their organization. I am grateful for the trust and confidence they have placed in me, and for the valuable knowledge and skills that I have gained during my internship. I would also like to thank Mr. Mazedur Rahman and Ms. Farhana Aziz, of Dnet's HR Department, for their kind assistance in providing me with relevant data, guidance and unconditional support.

I am also grateful to Miss Jenifar Soheli, a lecturer at the University of Liberal Arts Bangladesh. I am grateful for her continued guidance and helpful suggestions, which motivated and encouraged me to complete this paper despite the challenges. The detailed and oriented feedback I received from Miss Jenifar Soheli helped me to correct my mistakes and improve my work. I am highly appreciative of her efforts in making this internship journey an effective one.

List of Abbreviation

<u>Abbreviation</u>	<u>Full Form</u>
HRM	Human Resource Management
NGO	Non-Government organization
HRIS	Human Resource Information System
TIN	Tax Identification Number
NID	National Identity Card
DOB	Date of Birth.
CV	Curriculum Vitae
MEAL	Monitoring, Evaluation, Accountability, Learning

Part A

Chapter 1 - Internship Preparation

1.1 Motivation to do the internship and learning objectives

An internship or project is a mandatory requirement for students to earn the required number of credits to complete a Bachelor of Business Administration (BBA) degree. Upon successful completion of either, students can graduate. I have chosen an internship over a project because I believe that it will provide me with a more valuable learning experience. The knowledge and theories that I have acquired from university have prepared me well for a career in human resources, but I believe that I need an opportunity to apply that knowledge practically to solve realistic problems. In an internship, I would be able to learn directly from experienced HR professionals and gain hands-on experience in a variety of HR functions. This would allow me to develop my skills and knowledge in a practical setting and to see how the theories that I have learned in the classroom apply to the real world. In addition, an internship would allow me to network with other professionals in the HR field. This could lead to future jobs or opportunities, as well as provide me with a valuable support network of people who can offer guidance and advice.

I am also eager to learn about different HR functions. While there are a few core functions that are common and essential, there are also certain ways of performing these functions that may vary from organization to organization. I would like to learn about different HR functions, such as recruiting, planning, employee relations, and compensation and benefits. This would help me to make informed decisions about the area of HR that I want to specialize in. I believe that first-hand experience is the best way to learn about work culture, office etiquette, communication, teamwork, etc. It is also important to learn about the organization's values, mission, and vision, as this will help me to relate to the organization and perform better.

Some specific things that I am interested in learning are:

- * Conducting effective job interviews
- * Onboarding new employees
- * Carrying out the induction process
- * Performance management
- * Following the latest HR trends (as it updates with time and the evolution of technology)

1.2 Internship search process

I began my internship search process by conducting extensive research on different organizations that I was interested in working for and were hiring interns in the HR department. (Such as Vision Spring, Grow n Excel). I visited their websites, read articles about them, and took note of any relevant information that I found online. I also read their mission, vision statements and followed them on social media to learn more about their values and culture. In addition to my own research, I also sought out the advice and recommendations of others. I spoke to the career services office and teachers to get their insights on potential internship opportunities. I also connected with alumni from my university and school to get their suggestions and recommendations.

Through a variety of sources, I was able to identify several internship positions that I was interested in applying for. I carefully tailored my resume to each position, highlighting my skills and experience that were relevant to the role, as indicated in the job description. I also took the time to practice my interviewing skills so that I would be prepared to make a good impression on the interviewer. I also followed up with each organization after I applied to let them know that I was still interested in the opportunity. I was offered an internship at Dnet through my university's career services office. After comparing the other organizations where I was offered internships, I was drawn to Dnet for many reasons.

First, Dnet has a strong reputation for its work in diversity and inclusion. I was excited to learn that I would have the opportunity to work with an organization that is committed to making a positive impact on our society. Second, the employees were friendly and welcoming, (I felt comfortable). Third, Dnet has a strong commitment to mentorship and training. I am a recent graduate, and I was looking for an internship that would provide me with the guidance and support I need to succeed in my career. Finally, Dnet is located close to my home. This is important to me because it will allow me to easily commute.

1.3 Interview experience

The internship interview process was an informative and enriching experience. I was more comfortable with the online interview, and exams than the in-person interviews, but I quickly relaxed and relished the opportunity to meet with professionals and learn more about the internship program. With each interview, I was able to gain knowledge, identify my

shortcomings, improve my answers, and become a better version of myself. The interview process consisted of several rounds, including a written test, an interview with the HR department, and an interview with the CEO. I found the written test to be challenging yet fair, and the interview with the HR department to be informative and insightful. The interview with the CEO was more conversational, and I felt like I had a chance to truly connect with him and share my passion for HR.

As for the organization I am working with, I felt a sense of relief when I saw familiar faces in the waiting room. Two of my classmates were also there to be interviewed for the same internship position. The interview took place in the conference room with the Head of HR and Senior Executive (from the People and Culture department). They introduced themselves and asked me to introduce myself without repeating the information that was already in my CV. The interviewer asked me about my background, my interest in HR, my expectations, my career goals, etc. The interview session continued or was for 5-7 minutes. My interview with Dnet was not my best performance. I was lacking motivation, but the interviewers were patient and helpful. They taught me a lot in a well-mannered and engaging way. Their thought-provoking questions challenged me to think critically and correct my answers, which gave me the confidence to perform better in subsequent interviews. For the interview, I made sure my gestures and attire were appropriate and formal to ensure I looked professional and presentable. I also arrived 10 minutes earlier than the interview to avoid being late, as first impressions are quite powerful and important. And I was thrilled to receive an email from the recruiter a few days later, informing me that I had been offered the internship position.

1.4 Overview of the organization

(i) Brief History of Dnet

Dnet is a non-profit social enterprise (local NGO). It was founded in 2001 with a mission to "empower marginalized communities through the use of information and technology." Also, to promote innovative and sustainable solutions that integrate social enterprise models to impact marginalized lives in Bangladesh and beyond. They work on a variety of projects related to education, health, economic empowerment, and social justice. The organization is funded by a variety of sources, including government and non-government donors, the business community, consultancy, international agencies, research & and projects, training programs,

books, news, and journal publications. The organization's business focus is on using information and technology to empower marginalized communities in Bangladesh and beyond. Dnet's work is helping to bridge the digital divide, and it is providing marginalized communities with the tools they need to improve their lives.

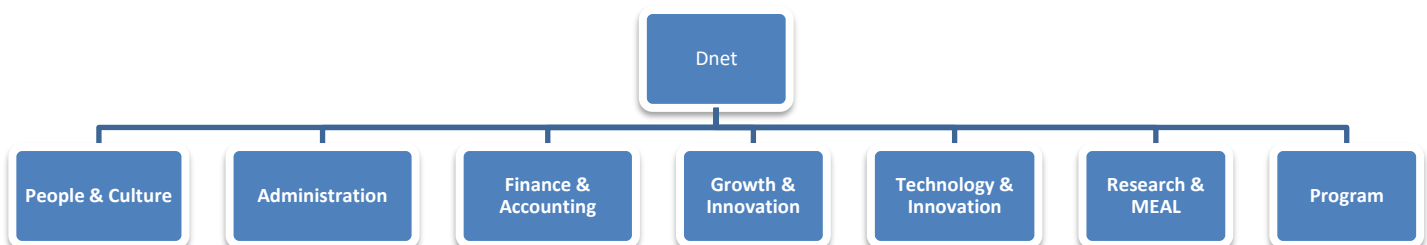
(ii) Office Location

The main office (Head office) of Dnet is located at 4/8 Humayun Road, Block-B, Mohammadpur, Dhaka 1207, Bangladesh. The other two offices are in Rajshahi and Gaibandha

(iii) Number of Employees

Currently, the total number of employees in Dnet is at most 100. This includes external employees as well, based on the program/project.

(iv) Introduction of All Departments



Dnet has total 7 departments:

People and Culture-The HR department has to ensure the well-being of employees and the office environment. From HR requisition to onboarding employees, they are responsible for all aspects of the process. They are also involved in initiating payment memos, employee

appraisals, maintaining employee lifecycle records, and providing compensation, benefits, and rewards. The department head is Mr. Syed Majedur Rahman, who oversees the department's responsibilities with his Senior Executive. He also oversees any changes needed to policies for the betterment of employees.

Administration- This department works with day-to-day functions such as Dining Management, distribution of logistics, procurement, supervising administrative staff, and dividing their responsibilities to ensure performance, holding an event, ensuring the organization, etc.

Finance and Accounting- This department deals with recording daily expenses and revenues of the company, voucher checks, working with tax and VAT, budgeting, evaluating the expenses and bonuses, preparing monthly reports, preparing budgets, and distributing salaries. They use a software named Troyee, where if they input the double entry then financial statements are being generated automatically.

Growth and Innovation- This department is divided into two sub-departments. The Marketing & Communication, and Resource Mobilization teams are sub-departments. Resource Mobilization employees are working on research-based work such as writing and developing reports, forming bonds, and bringing funds. Marketing and communication employees working on the branding of the organization such as managing social media platforms.

Technology and Innovation -This department works on developing different types of apps and providing a solution. They design software, develop software, and maintain the software on the basis of client's discussion or feedback. It has a sub-department named IT Infrastructure. They are responsible for the maintenance of servers, networks, and security systems. They ensure the sound health of the technological infrastructures through the means of troubleshooting etc.

Research & MEAL -Research and MEAL also work on similar work like resource mobilization but there is a slight change in their thematic area. They solely work on research work.

Program-The Program department arranges workshops on digital literacy and rural education for underprivileged children who cannot access formal education. To do this they often directly go directly to the location to communicate with the people or they arrange classes and

lessons. These workshops can be held either at the organization's premises or at the community's location, depending on the needs of the participants.

Chapter 2 - About the Internship

2.1 Position

I am currently doing my internship in Dnet, which is located in Mohammadpur, Dhaka. This is the main office of Dnet. The starting date of the internship was 4th May 2023 to 31st August 2023, with a duration of 3 months. The office hours are from 9 A.M to 6 PM. with Friday and Saturday Holiday. I am mainly assigned to the People and Culture department, which is checking and ensuring daily attendance, updating overall employee list, and assisting in day-to-day operational tasks.

Office and Work Environment

The organization has a supportive and open work environment. Employees are encouraged to communicate openly with each other, regardless of whether they are learning something new or resolving a problem. This helps to create healthy work relationships in each department and a friendly overall work environment. The management has created a positive and relaxed environment where employees can work effectively without feeling stressed or overwhelmed. This increases employee satisfaction and ultimately leads to greater productivity. There is also a doctor available for employees who need assistance of any minor health issues. The office is generally quiet during working hours, but there is chatter in the cafeteria during lunchtime. They have a daycare center for the children of working parents, and the babies are called the "Happiness Officer."

Roles and Responsibilities

As an intern, my job duties and responsibilities included:

- Updated employee databases (including ex-employees, existing employees, and new employees)
- Assisted in sorting junior level applicant's resumes
- Communicated to schedule the time and date and confirm interviews with candidates
- Partially Assisted in onboarding procedure by taking documents and preparing files
- Assisted with various tasks, such as compiling old project data and organizational data, labeling and filing documents, distributing business cards, ID cards, and health cards, and preparing CVs according to Dnet's format or requirements

- Identified information Gap such as NID, TIN, DOB, Emergency Contact, Renew of contract date

2.2 Learnings, Skills, and Contributions

Specific things I have learned

The following things I have learned are given below:

Job Knowledge: Through my role as an intern, I gained a comprehensive understanding of the recruitment and selection process, including the different stages, roles and responsibilities, and tools and techniques used. I am familiar with the etiquette and gestures that should be maintained when interacting with applicants and employees. This knowledge has been further enhanced by my onboarding experience, where I have observed my supervisors interviewing and sharing their expectations.

Communication skills: I learned how to approach seniors when I need any documentation from them or if I send any (vice-versa). I learned or was being taught the professional way to talk to the applicants over the phone, (as well as in person) on behalf of Dnet. I was able to clearly and concisely communicate information, as well as listen effectively to others.

Knowledge of Microsoft Office: I used Microsoft Word and Excel to create documents and spreadsheets. I was able to use these programs to format documents, create charts and graphs, and manage data. My area of knowledge on MS Office has widened after joining here, as through work I have learned several shortcuts, and formulas that I was previously unaware of.

Knowledge of HR policy: I gained knowledge of the organization's HR policies and procedures. This knowledge allowed me to understand what context policies are being made and why it is necessary to have them.

In addition to the skills listed above, I also developed several new skills during my internship. They are:

Operating organizational customized applications: I learned how to operate the organization's customized and non-customized applications, such as HRIS, SPACE, Zoom, and Dnet Cloud. These applications allowed me to manage employee data and records, track performance, and send requirements to the administration, store data, communicate with the employee to smooth performance.

Interacting with applicants or employees over the phone call: I learned how to deal with applicants or employees over the phone call. This skill was important for me to learn, as I often had to answer questions from applicants and employees about the recruitment and selection process.

Learning overall recruitment and selection process: I learned about the entire recruitment and selection process, from sourcing candidates to making hiring decisions. This knowledge will be valuable to me in my future career as an HR professional.

During my internship at Dnet, I contributed by:

Assisting in Training: I have attended a one-day safeguard training, along with other interns from other departments. There I also had to prepare (beforehand) a slide on the organization's child protection policy which was shared on training day.

Partially Assisted in Recruitment: I also have observed and participated in the recruitment process. I have partly assisted in sourcing and sorting candidates' resumes.

Assisted in Documentation: I recorded the missing document in the file, informed my senior and the employee, and as per requirements collected them and organized the files according to the Dnet format. I have updated and maintained the employee database in Excel and HRIS.

2.3 Application of educational learning with the internship

The academic knowledge I have gained from my major HRM courses was highly applicable to my internship roles and responsibilities. This knowledge allowed me to understand the tasks and supervisor instructions, and to perform well in my internship. For example, my knowledge of HR concepts and procedures helped me to understand the organization's HR policies and procedures. This knowledge was essential for completing my job duties, such as onboarding new employees and processing employee leaves. During my first week of the internship, my supervisor assessed my knowledge and skills before assigning me any tasks. He gave me some specific things regarding HRM to learn and then gradually delegated small tasks to me as I gained experience. This allowed me to learn the ropes and contribute to the team without being overwhelmed.

My knowledge of communication skills enabled me to communicate effectively with employees, supervisors, and other human resources professionals. This knowledge was essential for building communications and resolving disputes. My knowledge of Microsoft Office Suite programs allowed me to create and manage documents, spreadsheets, and presentations. This knowledge was essential for completing my job duties, such as creating employee records and preparing reports and presentations.

In most cases, the tasks and procedures I encountered during my internship were more detail-oriented than the ones I learned in varsity. This was due to the fact that the tasks and procedures in the workplace are often more complex and nuanced than the ones that are taught in a classroom setting. For example, in varsity, I learned about the general process of onboarding new employees. However, during my internship, I learned about the specific steps involved in onboarding new employees at Dnet, such as creating employee records, issuing employee ID card, scheduling training sessions, providing briefings about policies and procedures, etc. Overall, my academic knowledge from major HRM courses was highly applicable to my internship roles and responsibilities.

Chapter 3 - Self Reflection

3.1 Feedback on Internship

Things I liked and disliked:

During the three-month internship, I learned and experienced a lot, which will be helpful to me in any organization I work for in the future. I enjoyed many aspects of my time at Dnet, but it is normal to have some experiences that I did not enjoy.

From day one, I have found that the individuals in the office are cooperative, friendly, and respectful to each other. If I have any queries, I am able to get an answer promptly, or they will ensure that I receive the answer (by assigning it to my immediate supervisor or responding themselves when their workloads are less). When I have made mistakes, my colleagues have shown patience and have taken the time to teach me or kindly correct me. This has inspired me to work hard and avoid making mistakes in the future.

As I am a bit slow, my seniors have given me tasks with scheduled deadlines to help me learn time management and to complete tasks on time. I would not say that I am now fast or quick, but my time management skills have improved. The people from other departments have also been empathetic and helpful. I have not experienced any office politics, which was one of my biggest concerns when I started working.

I was also impressed with the organization's commitment to gender equality and human rights. They have several policies in place to ensure that these rights are respected, and they have a team of dedicated individuals who work to enforce these policies. If an incident occurs, there is a woman focal point, a gender focal point, a child focal point, and an HR representative who work together to investigate the incident and take appropriate action. They also have a clear process for dealing with incidents of discrimination or harassment and have meetings in order to ensure things are on track. This ensures that all employees feel safe and respected, regardless of their gender, race, religion, or sexual orientation.

However, I have also observed some areas for improvement. For example, some employees are still unaware of certain terms and conditions of employment. Although they can receive assistance from the HR department if they reach out.

Additionally, the software used by the company is often down or difficult to use. I was assigned to keep track of employee attendance and I was expected to report my findings to my supervisor. However, this often got delayed due to technical errors. But at the end of the day or the very next day I would make sure to inform.

Furthermore, I observed that employees often have to play dual roles in the organization which enhanced their skills even further. But this also shows that there is a shortage of manpower in some areas as well. Overall, I had a positive experience during my internship at Dnet.

3.2 Recommendations on the Internship program

Intern's betterment scopes:

There were times when I was nervous and shy/hesitant to communicate and ask questions to quench my own thirst for knowledge/intellectual curiosity. I could have learned more by asking questions, taking notes, and paying attention to what my supervisors and seniors were doing. This would have helped me to do my job more effectively. I was also unsure or uncertain about whether I could do something or if I was on the right track. This hesitation often led me to do my work slowly and wait for my supervisors to notice and guide me. Additionally, when the workload was heavy and my supervisors were busy, I would often sit idle. I could have proactively requested work or politely reminded them that I was available at the time. However, I could have used this free time to work on my skills, and my academic report, or be productive in other ways. I should learn to take advantage of the opportunities that I have.

Suggested betterment scopes to utilize the interns:

My supervisors and seniors were undoubtedly helpful, supportive, and cooperative. However, there were times when they were too busy to assign me any tasks. Even when they did assign me tasks, they were often small or few and would not take a long time to complete. They could have prepared a list of tasks that they expected the intern to learn and perform. For example, if they taught me how to organize a file or give it a format, and it was on the task list, I could have worked on it after finishing the task that was given to me previously. Moreover, they could have ensured that the logistics support was in place before I started my internship as I struggled with the malfunctioning laptop for a few days.

They did provide me with feedback. I believe more in-depth feedback on my performance would have helped me later when I enter as full-time employee in corporate world. However, the work that I was doing was quite simple. I would have enjoyed it and found it exciting to do a little bit of challenging work that would have allowed me to use my skills and knowledge to the fullest extent.

3.3 Insights for Next Position

I have completed my internship and all the degree-related requirements. I am now qualified to work in an organization with the skills and knowledge I have acquired. I am eager to explore more of the corporate world and gain experience. I also plan to pursue my master's degree after taking a few months off from my academic studies. I am aware that I still have areas to improve and things to learn to be successful in the long run. I am therefore committed to learning HR technology in depth so that I can work like my superiors. In this competitive world, it is essential to continuously learn, develop, and adapt to change. There is no substitute for learning soft skills in this regard.

Chapter 4 - Personal Development Plan

4.1 Personal development plan:

My goal is to become a top HR professional. To achieve this goal, I will first polish my soft and hard skills. I want to gain practical experience in HR operations by working as an HR employee for a few months (4-6). This will allow me to gain a more comprehensive understanding of HR operations and expertise in core areas such as recruiting, onboarding, training, and employee relations. For this, I am actively seeking HR positions in a variety of organizations. In the long term, I plan to become an HR manager and pursue a master's degree in human resources. I believe that these steps will enable me to achieve my career goals.

4.2 Technical and interpersonal skills:

HRIS software: HRIS software is a critical tool for HR professionals, as it allows them to manage employee data and records, track performance, and automate tasks. By learning how to use HRIS software, I will be able to improve my efficiency and productivity as an HR professional.

Recruitment software: Recruitment software is another essential tool for HR professionals, as it allows them to screen candidates, manage the hiring process, and track applicant data. By learning how to use recruitment software, I will be able to find the best candidates for open positions more quickly and efficiently.

Data analysis: Data analysis is a valuable skill for HR professionals, as it allows them to track the effectiveness of HR programs and make informed decisions about HR practices. By developing my data analysis skills, I will be able to identify trends and patterns in employee data, which can help me to improve the overall performance of the organization I am working with. As I have no experience with this one, I believe that taking an interest and developing would help me in the future.

Office Communication: Communication is an essential skill for HR professionals, as they need to be able to communicate effectively with employees, and managers. By improving my communication skills, I will be able to build relationships with key stakeholders, resolve conflicts, maintain employee relations, and effectively communicate HR policies and

procedures. Along with this, I also want to work on negotiation and persuasion skills, as being an HR major, often I have to negotiate and persuade employees.

Conflict resolution: Conflict resolution is a valuable skill for HR professionals, as they often need to mediate disputes and help employees reach mutually agreeable solutions. As a human being, disagreement, and dispute might occur. But to prevent or minimize and run the organization smoothly and productively, this skill is a necessary skill that an HR department should have or possess. By learning how to resolve conflicts, I will be able to create a more positive and productive work environment.

Executive Summary

Technology is constantly evolving to meet the needs of businesses and individuals. This report focuses on the advancement of technology and its impact on human resource management (HRM) practices. The HR department is a crucial part of an organization, as the organization's well-being is dependent on it. The use of technology in HR practices has become increasingly important in recent years. This is due to a number of factors, including the growing availability of technology, the increasing demand for data-driven decision-making, and the need to automate tasks.

This study investigated the impact of technological advancement on HR practices in two organizations in Bangladesh: Dnet and DATCO PVT Limited. The study found that technology has had a positive impact on HR practices in both organizations. There is evidence to suggest that it can have a positive impact on several HR outcomes, such as employee satisfaction, engagement, and productivity. However, there are also some challenges associated with the use of technology in HR, such as security issues. Organizations that are considering using technology in HR need to carefully assess the risks and benefits before making a decision.

The study also found that HR professionals in both organizations were satisfied with the use of technology in HR practices. They felt that technology had made their jobs easier and more efficient. Overall, the study found that technological advancement has had a positive impact on HR practices in Bangladesh. Technology has made HR processes more efficient, improved communication, and provided new opportunities for training and development.

PART B

Chapter 1- Introduction

1.1 Background of the study

The impact of technology on human resource (HR) practices has been an ongoing topic of discussion among researchers and policymakers. Some argue that technology can contribute to HR practices and help organizations perform better by providing more accuracy, decreasing workload, and reducing time consumption. This can make human-based work simpler and easier overall. On the other hand, others argue that technology can also have negative impacts, such as creating dependency on it, reducing the scope for creativity, and distorting workflows if there is a small disruption.

Despite these potential negative impacts, it is evident that technological advancement is becoming a crucial part of HR practices. Technology can help HR professionals to do complex tasks and multitask within a short time. This can lead to increased efficiency and effectiveness, which can ultimately improve productivity. It is undeniable that the HR practices that an organization follows can have a direct impact on both employees and the organization itself. When HR practices are effective, they can help in attracting and retaining top talent, improve employee engagement, and boost productivity.

1.2 Research Objective

The main goal of this study is to offer insights into how HR practices have evolved with technology and its impact. This will be done by collecting data from two organizations, DATCO PVT Limited and Dnet, through surveys and interviews. The data will be analyzed to gain an understanding of the overall HR landscape in Bangladesh.

Dnet is a technology-driven social enterprise that uses innovation to create positive change. Its HR department consists of two employees: The head of the HR department and the Senior Executive who handles all HR matters. DATCO PVT Limited is a pioneer in the manpower export industry in Bangladesh. It has a total of 3 offices with an employee of 41. The Banani Branch has 5 departments, they are the Manpower Department, Human Resources Department, Accounts & Finance Department, IT Department, and Digital Marketing Department. Similar to Dnet, it has two employees in its HR department who handle all HR-related tasks. The results

of this study may also help improve policies that encourage the use of technology in daily work, ultimately helping organizations grow.

The objectives of this study are:

- To identify the level of technology used in the organization.
- To determine/examine the impact of technology on HR practices.

1.3 Research Question/Problem

What's the impact of technological advancement on HR practices?

Chapter 2 - Methodology

2.1: Types of Research

To achieve the aforementioned objectives, a mixed-method research design was employed to investigate the impact of existing practices of advanced technology in HR practice. The research would be descriptive in nature, as it would be focused on describing the impact of technological advancement on HR practices in Dnet and DATCO PVT Limited. The sample (organization) was selected on a convenience basis.

2.2: Research Design

Both qualitative and quantitative data would be collected. Qualitative data would be collected through interviews with HR professionals and employees, and quantitative data would be collected through surveys. Both primary and secondary data would be collected. Primary data would be collected directly from the participants through interviews and surveys. Secondary data would be collected from existing sources, such as academic journals, and websites. Secondary data would also be useful in preparing for the interviews and surveys. To gain a deeper understanding of the similarities, differences, and challenges in the use of technology in HR practices between Dnet and DATCO PVT Limited, data was collected from both organizations. Because only two people work in the HR department of each organization, all of the respondents (100% of respondents) were surveyed and interviewed. To avoid collecting different data for the two organizations, the same methods were used for both: questionnaires (of the survey), and interviews. The findings of this study could be used to assist organizations in their use of technology and in making better HR decisions.

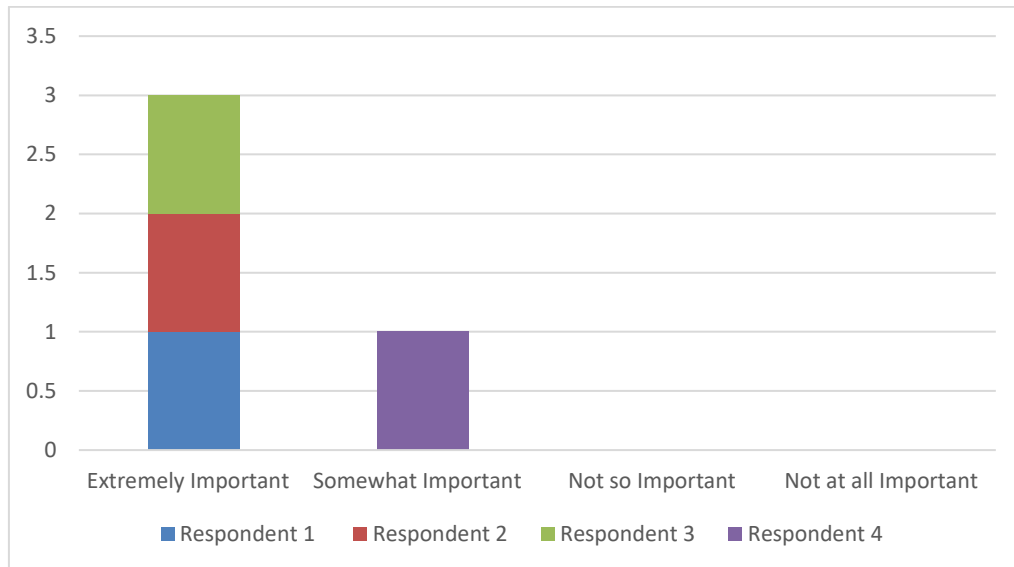
The data from the interviews and focus groups could be used to identify the specific ways in which technological advancement has impacted HR practices at Dnet and DATCO PVT Limited. For example, the interviews could reveal that technology has been used to automate tasks rather than doing manual work, improve communication, and make HR processes more efficient. The data from the survey could be used to quantify the extent to which technological advancement has impacted HR practices at Dnet. For example, the survey could show that a majority of HR professionals and employees believe that technology has made HR processes more efficient.

Chapter 3 - Findings and Discussion

3. From the Survey and Interview

Information obtained from the Survey

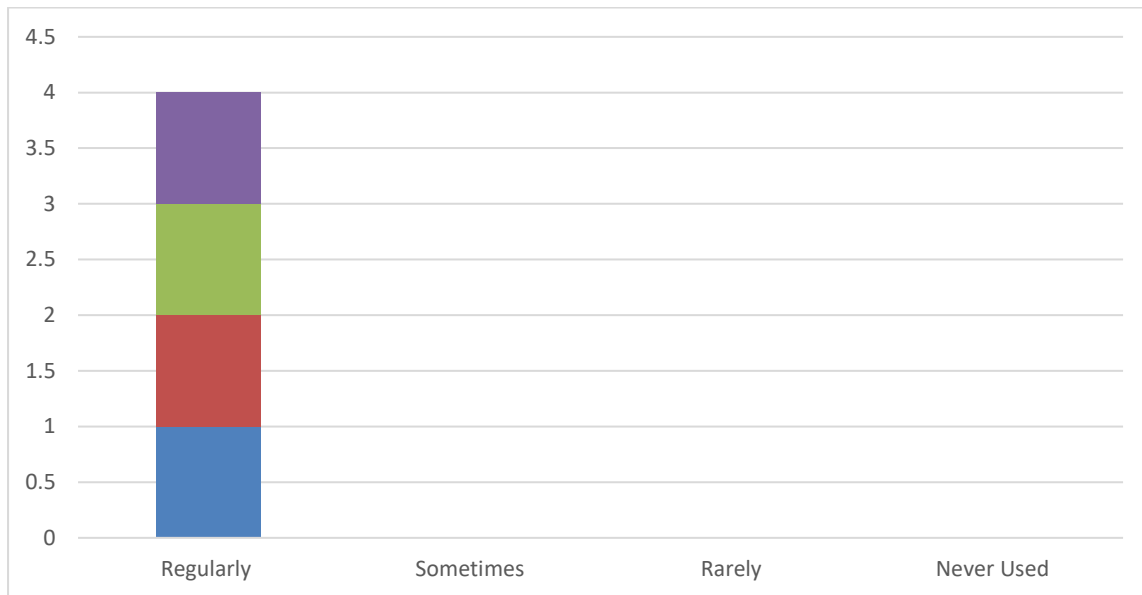
1) How important do you think the implication of technology in HR practices is?



Data from both organizations was collected. A survey was conducted to assess the importance of technology in carrying out HR functions. The results showed that 75% of respondents found technology to be essential, while 25% found it to be somewhat important. No respondents found technology to be unimportant.

The increasing importance of technology in HR is due to several factors. These factors include the growing availability of technology, the increasing demand for data-driven decision-making, and the need to automate tasks. As technology continues to evolve, it is likely to become even more important for HR professionals.

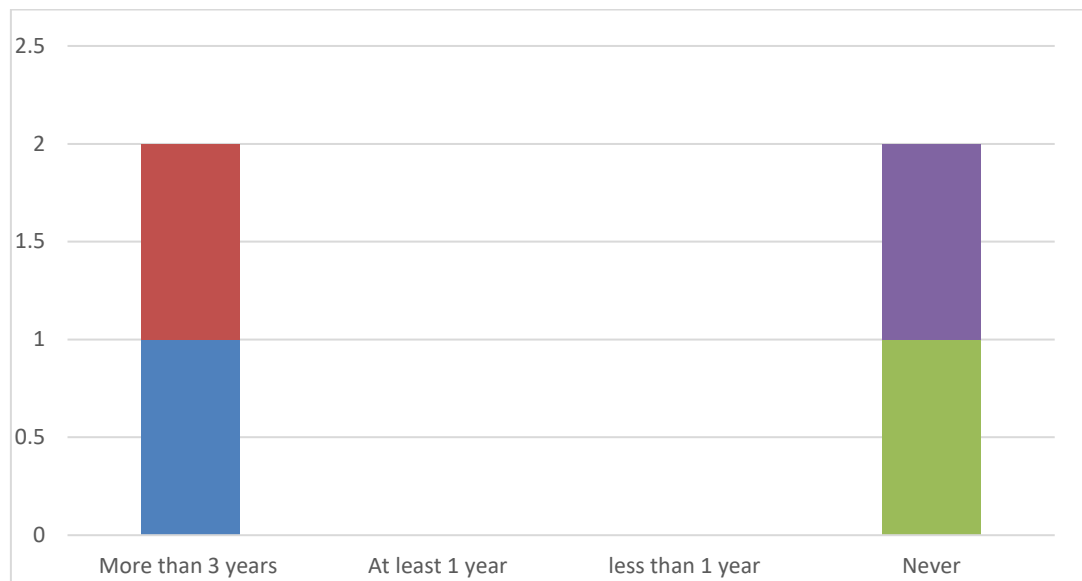
2) How often do you use advanced technology to carry out your job?



As for the second question in the survey, all the respondents agreed upon using advanced technology to carry out their jobs. This demonstrates that technology has become an essential component of HR practices and is commonly used to complete tasks.

The fact that all but none of the respondents in the survey use advanced technology to carry out their jobs is a strong indicator that technology is becoming increasingly important in the HR field. This is likely due to the many benefits that technology can offer HR professionals, such as increased efficiency, improved decision-making, and better data collection and analysis.

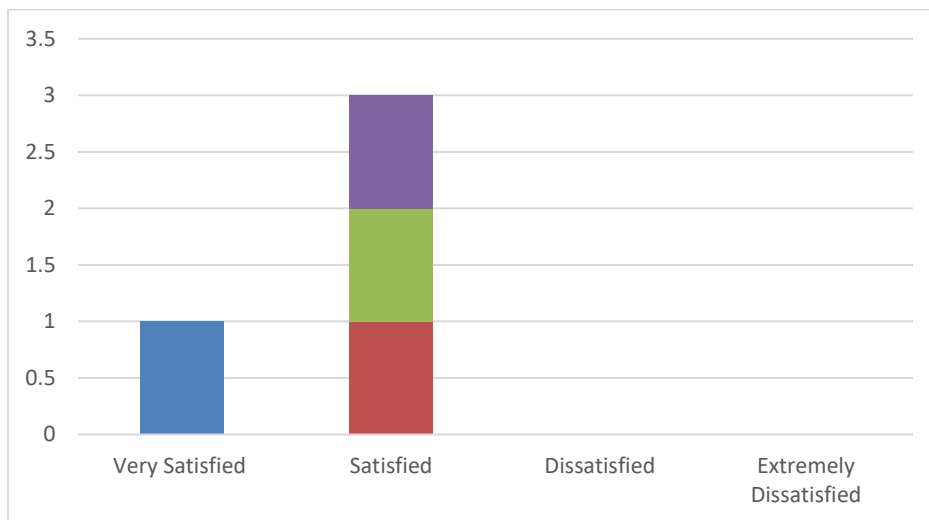
3)How long have you been using HRIS? (As it's the most common one)



Human resource information systems (HRIS) are a common tool that is used by organizations all over the world to perform a variety of tasks, such as performance management, employee engagement, and learning management. Despite being a common tool, the graph suggests that only half of the respondents from Dnet have been using HRIS for a long time. The other half of the respondents have never had an HRIS in their organization, which means that they have not been able to use it.

Regardless of the reason, the fact that half of the respondents from DATCO PVT Limited have never used an HRIS is a missed opportunity. HRIS can be a valuable tool for organizations, and it can help to improve efficiency, effectiveness, and decision-making. If they are interested in improving their HR practices, they should consider investing in an HRIS.

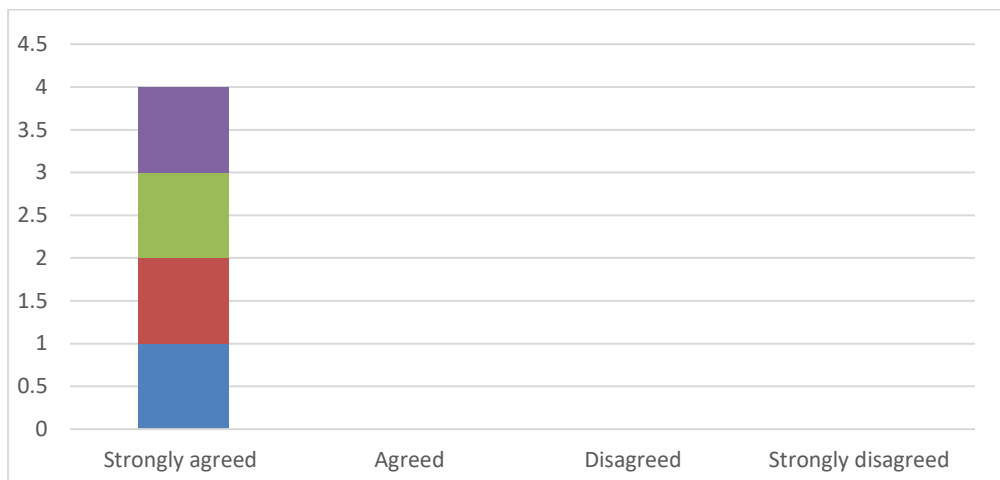
4)Are you satisfied or dissatisfied with your experience with technology?



The graph shows that the majority of HR employees are satisfied with the service and performance of the technology, with 75% of respondents reporting satisfaction and 25% reporting very satisfied. This suggests that the technology has been well-received by HR employees and that it has been effective in meeting their needs.

The fact that none of the respondents reported being dissatisfied or extremely dissatisfied with the technology is also a positive sign. This suggests that the technology has not caused any major problems or inconveniences for HR employees. Overall, the results of the graph suggest that the technology has been a success in terms of meeting the needs of HR employees.

5) Do you agree that technology has a positive impact on HR practices?



The graph shows that 100% of respondents or all the respondents strongly agreed that technology has a positive impact on HR practices. This is a very strong endorsement of the use of technology in HR, and it suggests that technology is seen as a crucial tool for HR professionals as they have to work on versatile aspects.

Findings from the Interview

Dnet

HRIS, SPACE, BIOSTAR, ZOOM, DNET CLOUD, Email, and MS Office are among the technologies used by the HR department to carry out their responsibilities and improve their efficiency. Additionally, it was mentioned that BIOSTER is only used when SPACE is not working or is experiencing problems. It is then used to track attendance and collect/obtain data. Technology was massively used after COVID hit, and the practice of using technology to carry out day-to-day tasks continued.

When one talks about the benefits of technology, the word "accuracy" automatically comes to mind. Technology can increase accuracy by automating tasks. For example, an attendance tracker works through a sensor. When touched or pressed on the machine, it automatically collects the information of that employee. Additionally, employees are often recruited and onboarded through online procedures, which saves time and money. As for challenges, servers or software can crash or malfunction for a variety of reasons, such as data overload, privacy

breaches, and so on. As a result, they must contact the IT department, which can take time. As a result, this could be a challenge. It often creates a distraction.

There is a direct correlation between employee satisfaction and engagement. For example, Dnet provides employees with the benefit of online registration for insurance, which saves them time. Additionally, in an internal employee voting, they offered an online voting option for employees who were absent. This shows that Dnet values the participation of all employees, even if they are not able to attend in person. This makes them feel included and along with that employee engagement and satisfaction also increase.

DATCO PVT Limited

They mostly use Microsoft Office to carry out their day-to-day work. They also have an attendance tracker to track whether employees are on time or present. The number of employees at the Banani branch of DATCO PVT Group Limited is not that large. There are currently 17 employees, and the company has not been in business for very long either. Considering the number of employees, limitations, and needs, they are not using much-advanced technology. HR professionals can have more direct contact with employees and can be more flexible in their HR practices. This can help to build relationships and create a more positive work environment. HR technology can be expensive, (buying, and maintaining), especially for small businesses. By doing without it, organizations can save money on software licenses, hardware, and implementation costs.

When HR tasks are done manually, it can take up a lot of time and resources. This is because HR professionals have to manually enter data, process paperwork, and track employee records. Maintaining most files manually can be a tough and exhausting task. This can lead to increased workload and stress, especially for small businesses with limited resources. Also, there is a risk of making errors as humankind isn't error-free. This can lead to problems such as missed deadlines, incorrect payments, etc. The organization is considering using more advanced technology in HR in the future. To be in this competitive world one must have to have competitive advantage as well as they must learn to adapt to changes.

The positive impact of technology on HR practices was evident in both organizations. This suggests that technology has the potential to revolutionize the HR industry. In conclusion, the

empirical evidence from HR firms in Bangladesh suggests that technological advancement has had a positive impact on HR practices.

Chapter 4 - Limitations of Internship and Report

While doing the internship and the report, I faced some limitations that needed to be disclosed. Those are stated below:

- As an intern, much information was restricted for me
- Data collection was limited by the small sample size. Only two organizations were included in the study.
- As an intern, I was only allowed to handle the less complicated part of the daily activities. As a result, it was not possible to know the complexity of it.
- Internship is only a short-term engagement in the corporate world, so it is impossible to learn the ins and outs of a company and its activities.
- Because of time constraints, a very limited amount of data was considered for the research topic. The findings are questioned for accuracy as such. It is believed that considering more data by increasing the time frame would have provided more practical results.
- There was a lack of previous studies on the topic to take reference to (As for the foreign one, there was a restriction on accessing the journals and research)
- The research may not capture the full impact of technological advancement on HR practices, as the research is limited to a specific time period and location.

Despite the limitations, utmost effort was given to collect data and related information, along with the preparation of the report.

Chapter 5 - Recommendations

Every coin has two sides. However, it is unwise to focus on the negative aspects of it while ignoring the many positive benefits it has to offer. The survey and analysis shown above show that technology has a positive impact on organizations overall, and HR practices are no exception. To keep up with the times, organizations need to adopt technology instead of doing tasks manually. This can save time and resources, and it can also help to improve efficiency and productivity. Technology can be used to automate tasks that were previously done manually. This can free up the HR professionals to concentrate more on strategic initiatives or other work. Through technology data can be collected and analyzed which eventually helps the HR professional to make better decisions.

For organizations that are new to advanced technology or are small in size, it is best to start with small initiatives. Implementing too much technology at once can backfire and cause more trouble if not handled correctly. Instead, organizations should start with a few key areas and then gradually expand their use of technology. Nevertheless, it is essential to provide employees with training on how to use technology effectively. If employees are not comfortable using technology, they may be less productive and dissatisfied with their work.

Additionally, organizations need to monitor and evaluate the progress after implementing new technology. This would help them to identify and acknowledge any gaps or areas for improvement, and take the necessary steps to close these gaps. Furthermore, organizations that are already using advanced technology should focus more on improvement. They should enhance the features and work on this more. Overall, technology can be a powerful tool for improving HR practices.

Chapter 6 - Conclusion

Technological advancement has had a significant impact on HR practices in Bangladesh. HR firms in Bangladesh have adopted a variety of technological solutions to improve their efficiency and effectiveness. Recruitment, performance management, and many other HR practices are becoming automated by HR firms. The adoption of technology has enabled HR firms in Bangladesh to improve their ability to attract, hire, and retain top talent. It has also helped them to improve employee engagement and satisfaction, and to comply with HR regulations. However, there are significant drawbacks to implementing technology in HR practices. HR firms must ensure they have the right skills and knowledge to use technology effectively. However, they must also be mindful of the potential risks to data privacy and security and take precautions to reduce these risks.

In conclusion, it can be said that technological advancement has had a positive impact on HR practices in Bangladesh. HR firms that have adopted technology have been able to improve their efficiency, effectiveness, and compliance. The use of technology in HR is not without its challenges. Technology can be expensive to implement and maintain, complex to use, and it can be difficult to train employees on how to use it effectively. Despite these challenges, the benefits of using technology in HR practices outweigh the costs. By using technology, organizations can improve their HR practices and achieve their business goals.

Questions that were asked During the Interview

Dnet

1. What are the most common types of technology and advanced technology used in your HR practices?
2. From when did the technology start taking place in HR practices?
3. What are the benefits and challenges associated with using technology in HR practices in Dnet?
4. How does technology affect employee satisfaction and engagement?

DATCO PVT Limited

1. What are the most common types of technology and advanced technology used in your HR practices?
2. Why does your organization not use advanced technology in HR?
3. What are the benefits and challenges that your organization faces in HR without the use of advanced technology?
4. Would your organization consider using more advanced technology in HR in the future?

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Appendix

Project Proposal Form

Name:	Fatema Akter Rini
ID:	192011093
Semester (Spring/Summer/Fall)	Summer 2023
Department:	BBA
Supervisor's Name (Faculty):	Jenifar Soheli
Project Title:	The impact of technological advancement on the HR practice - Empirical Evidence from HR Firms in Bangladesh

Rini

Student's signature & date

Supervisor's signature & date