# Chapter One: Problem Identification

## **Introduction**

This chapter starts by outlining the background of the study, statement of the problem, purpose and objectives of the study, significant of the study, assumption, delimitations (scope) of the study, limitations, definitions of the terms and the concluding summary.

## **1.1Background of the Study**

In the existing paper work related to leave management, leaves are maintained using the attendance register for staff. The staff needs to submit their leaves manually to their respective authorities. This increases the paperwork & maintaining the records becomes tedious. Maintaining notices in the records also increases the paperwork. The main objective of the proposed system is to decrease the paperwork and help in easier record maintenance by having a particular centralized Database System, where Leaves and Notices are maintained. The proposed system automates the existing system. It decreases the paperwork and enables easier record maintenance. It also reduces chances of data loss. This module intelligently adapts to HR policy of the management & allows employees and their line managers to manage leaves and replacements for better scheduling of workload

## **Investigation and description of current system and Literature Review**

### **Literature Review**

The purpose of the literature review is to show the researcher’s ability to find relevant information and to summarize existing knowledge. This chapter is focused on literature whose main purpose is to help researcher to find the effective leave application system that can help employees to get leave approval as fast as possible.

The international organizations today are struggling to meet the unexpected business challenges. Organizations should be prepared to respond to the fast changing and highly competitive environment, maintaining standard and meeting stakeholder’s expectations (Muduli, 2015). In the last two decades organizations in effort to standing out in the crowd has focused mostly on human resource management practices especially with the rise of strategic human resource management approach (Zehra Alakoç Burma, 2014).

The success of any organization widely depends on Human Resources. Managing Human Resources strategically has become very important for the companies. In today’s world HR managers’ roles and skills have developed significantly because of the adoption and use of new technologies (JAIN, 2014).

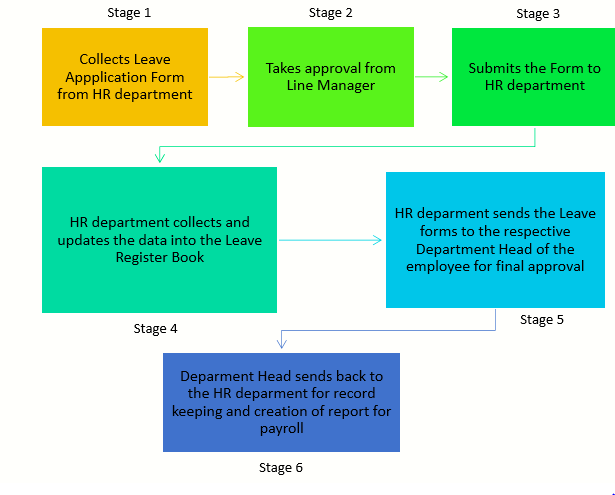
In Human Resource Management, technology is an application of organizations using software and hardware to aid human activities. A couple of various parts for the innovation can be hiring and selecting employees for interviews, overseeing employee paperwork, and securing sensitive employee records. A wide range of kinds of equipment or programming are accessible for this reason. Organizations can either utilize an outer programming bundle or make their own, dependent on their requirements (Selvan, 2015).

A large organization manages a noteworthy volume of information of its employees. This action can be overwhelming without a more modern device to store and recover data. The different levels of advancement can be analyzed by taking an evolutionary aspects of HR innovation. These viewpoints can be described into four phases of improvement: Paper-based frameworks, early (PC) innovation, electronic databases, and Web-based (Simaanya, 2014).

People are one of the basic achievement elements of a business. Unapproved non-appearance, absence of appropriate time/vacation arrangement, fall in profitable hours and so forth influence the efficiency of the company. Uniform application of Leave policies, accurately tracking leave balances, and so on, leads to greater employee satisfaction and enables organizations to engage employees better. Implementing a good leave management solution will ensure that employees empower their organizations to plan their leaves better. This helps considerably reduce work interruptions and at the same time reduce the time and effort spent by HR on maintaining accurate leave records (greytHR, 2013).

### **1.2.2 Investigation and description of current system**

Employee Leave Management Process in education is conducted manually. The process involves a lot of paperwork. At present, there is no HRIS system to record employee leave data which makes the process very much complex and time consuming. The overall process of Leave application is given below.



The above process chart shows the stages of employee leave application which are described below:

**Stage 1:** Employee collects Leave Application form from HR department or headmaster and apply for leave using the prescribed leave application form.

**Stage 2:** After filling out the form, the employee submits it to his/her respective reporting manager. For employees outside head office, matrix manager needs to be informed by the employee after getting approval for the leave.

**Stage 3:** Next, the leave application must be submitted to HR department

**Stage 4:** After receiving leave application from an employee, HR department completes their section in the application form by carefully checking the employee’s leave eligibility and last leave balance and places it for final approval.

**Stage 5:** After getting the form, the final approver may approve or reject leave accordingly. The final approver needs to be a manager two level high up in the hierarchy of the employee. However, for all cases, country head shall be the highest approver.

**Stage 6:** After final approval, the leave form is sent back to the HR department and the HR updates the leave record in the leave register accordingly. The HR department then uses the leave register to create monthly and annual leave report of earned leave which is given to the payroll via e-mail or hardcopy and shall keep a copy of payroll’s receipt with the original leave application in a file maintained for this purpose.

As the annual leave report is nothing but the summary of the leave register for a particular month/year, it is not that much helpful for taking any managerial decision. There is no opportunity to analyze the report and find out the scopes for improvements as the HRD is not getting any instant data from the report. They are getting present year’s leave status in the following year. As a result the top management is not being able to utilize the report in a proper manner. So, the existing Leave Management System is a time consuming one. It needs to be more optimized and more synchronized which will lead the management to have a more proficient system to support the total employee management scheme.

**Problems Identified in the Existing Leave Process**

Employee leave management is simple HR activity and one that impacts all employees. Most organizations have clear leave policies that are properly conveyed to employees and managers through employee handbooks or HR policy manuals. However, HR is loaded with managerial administration of leave, updating of leave balances and responding to inquiries on leave statuses and entitlements from employees and their managers. Employees also finds it difficult to fill paper forms and run after the approvers to approve their leave. A substantial amount of expensive time of employee, manager and HR is wasted in a very basic HR process.

Manyemwe Copper Company is also facing similar problems even though they have a proper leave policy but not a proper HRIS system where leave management process can be integrated. MetLife Bangladesh has approximately 250 employees. It has been found that 50 to 150 leave applications are received by the HR department in each month. These huge number of leave applications are recorded and signed for approvals manually using Leave Register books. Sometimes the leave forms received in previous months pile up in current month with pending approval. This manual process of leave management creates a lot of problems in day to day activities. The problems associated with this process are as follows:

**Involves a lot of steps to get final approval**

When an employee applies for the leave he/she needs to go through so many stages to get final approval. This creates a lot of hassle for the employee and can thus, make the employee dissatisfied.

**Too much paper works**

Since every month approximately 50 to 150 leave applications are received by the HR department, so it piles up a lot of paper work for the HR team in filling out their section of the leave form and provide signature in each forms before sending it to the final approver.

**High chances of data loss and data discrepancy**

Due to too much paper work there is high chance of data loss. Maintaining 50 to 150 papers every month is not that easy. If any time any of the leave form gets lost then there will be error in leave data of the employee. Employees, most of the time, submits their leave form after taking leave without approval. This creates a discrepancy in leave data.

**Time and energy consuming**

The whole process is very much time consuming for the leave applicant as well as the leave approver.

**Difficult to create monthly and annual leave report**

Due to a bookkeeping system of leave data of each employee it is very difficult to prepare monthly and annual leave report.

**Leave balance is not readily available to the employee**

Employees cannot track record of their leave balance by themselves due to unavailable of any automatic leave system. Every employees query for their leave balance to HR. Thus, it creates a barrier to work efficiency.

**Lack of report analysis opportunity**

There is no opportunity to analyze the report and find out the scopes for improvements as the HRD is not getting any instant data from the report.

**Lack of monitoring and controlling facilities in existing leave system.**

It has been seen that employees from one department applies for leave fare assistance together. Thus, the department slows down and faces lack of headcount to complete task. This happens because of lack of any monitoring and controlling facilities in existing leave system which can allow the HRD to find out which employee is taking leave on which date and who can take on his/her pending work responsibilities during leave period.

# 1.3 Statement of the problem

Currently, the whole leave management system of Manyemwe Copper Company is manual and requires a lot of paperwork which creates a barrier to work efficiency. So, the objective of this project is to automate leave management system of Manyemwe Copper Company that intelligently adapts to HR policy of the organization and to decrease the paperwork by enabling the process with efficient, reliable record maintenance using centralized database that will ensure the chances of data loss.

## **System objectives**

The overall aim of the proposed system is to develop web based and android application that can handle teachers’ leave in schools. To be able to achieve this, the following objectives must be met:

* To automate the existing leave management in educational institutes
* To decrease the paperwork and enable the process with efficient, reliable record maintenance by using centralized database, thereby reducing chances of data loss
* To analyze the leave management process of Manyemwe Copper Company
* To provide necessary recommendations to problems identified.
* To learn and gather experience by doing this internship

## 1.5 D**escription of the proposed system**

Characteristic of the proposed system

* **User Friendly**: - The proposed system is user friendly because the retrieval and storing of data is fast and data is maintained efficiently. Moreover the graphical user interface is provided in the proposed system, which provides user to deal with the system very easily.
* **Reports are easily generated**: reports can be easily generated in the proposed system so user can generate the report as per the requirement (monthly) or in the middle of the session. User can give the notice to the students so he/she become regular.
* **Very less paper work**: The proposed system requires very less paper work. All the data is feted into the computer immediately and reports can be generated through computers. Moreover work become very easy because there is no need to keep data on papers.
* **Computer operator control**: Computer operator control will be there so no chance of errors. Moreover storing and retrieving of information is easy. So work can be done speedily and in time.

**Features of Proposed Leave Management System**

The system after careful analysis has been identified to be presented with the following modules:

**The feature involved are:**

* Administration
* Employee
* Search
* Report
* Authentication

Administrator:-

In this module the Administrator has the privileges to add all the Employees and register them in the organization and check the information of the Employee and check the status of the leave when they have taken and what type of leave they have taken and search is done based on the employee and report is generated based on employee.

**Search:-**

This module contain complete search like Leave search, Type of Leave, Employee based on the leave and starting and ending day of leave.

**Employee:-**

In this module employee has the privileges to use his username and password for login and he can use his or her mobile phone to login on leave android application. He or she can view the status of the leave either leave has approved or rejected

**Reports:-**

This module contains all the information about the reports generated by the Employees based on the Performance and by the leave status.

**Authentication:-**

This module contains all the information about the authenticated user. User without his username and password cannot enter into the login if he is only the authenticated user then he can enter to his login.

## **1.6 Limitations/ challenges**

During the research period, the researcher faced a lot of challenges. Some of these include:

* **Financial constraints: -** The researcher had a limited budget. A lot of money was needed to print and photocopy questionnaires and interviews guides
* **Time constraints: -** The researcher did not find adequate time required to fully perform this research. As a full time employee, time to go and collect data was limited and often done at working hours
* The hierarchy in which supposed to approve for this research is too long and they are hard to find due to being busy
* Resistance to change from manual to automated system by other staff and finally as a result the research and conclusions will be carried out on the available information.
* Training users of the new system was costly since technical expertise were required.

## 1.7 **Scope/delimitations of the system**

## **1.8 Definition of terms**

**Impedes**-to slow the movement, progress, or action of (someone or something)

**Data integrity**- is the assurance that digital information is uncorrupted and can only be accessed or modified by those authorized to do so or data integrity is the maintenance of, and the assurance of the accuracy and consistency of, [data](https://en.wikipedia.org/wiki/Data) over its entire [life-cycle](https://en.wikipedia.org/wiki/Information_Lifecycle_Management),and is a critical aspect to the design, implementation and usage of any system which stores, processes, or retrieves data.

**Authorization** - The state of a user having sufficient permission in order to perform a desired task.

## **1.9. Conclusion**

After the problem where identified, the aim of the project, objectives to be achieved and justification of developing a new system, the next step is to determine how to successfully complete the project in the planning phase.