Internship Report
on
ERP System and Business Process Analysis of Vivek Real Estate Ltd.

Submitted by:

Md. Hafizur Rahman

ID: BBA2203027092

Program: Bachelor of Business Administration (BBA)

Major: Management Information Systems (MIS)

Department of Business Administration

Sonargaon University (SU)

Submitted to:

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of

Bachelor of Business Administration (BBA)



Sonargaon University (SU)

147/1 Green Road, Panthapath, Tejgaon, Dhaka

Date of Submission: September 05, 2026

Internship Report
on
ERP System and Business Process Analysis of Vivek Real Estate Ltd.

Submitted by:

Md. Hafizur Rahman

ID: BBA2203027092

Program: Bachelor of Business Administration (BBA)

Major: Management Information Systems (MIS)

Department of Business Administration

Sonargaon University (SU)

Supervised by:

Mst. Marium Akter

Lecturer

Department of Business Administration

Faculty of Business,

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of

Bachelor of Business Administration (BBA)



Sonargaon University (SU)

147/1 Green Road, Panthapath, Tejgaon, Dhaka

Date of Submission: September 05, 2026

Letter of Transmittal

September 05, 2026

Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Subject: Submission of the internship report on **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."**

Dear Madam,

With due respect, I am pleased to submit my internship report titled **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) program at Sonargaon University (SU). This report has been prepared based on my internship experience and the knowledge gained during my academic studies. I have made every effort to follow the required guidelines and present the report in a clear and comprehensive manner.
I sincerely hope that this report will meet your expectations and fulfill the academic requirements. I shall be grateful if you kindly accept this report. I will be pleased to provide any further clarification if required.

Thank you for your valuable time and consideration.

Sincerely yours,

Md. Hafizur Rahman
ID: BBA2203027092
Program: Bachelor of Business Administration
Major: Management Information Systems (MIS)
Department of Business Administration
Sonargaon University (SU)

Declaration of Student

I am **Md. Hafizur Rahman**, a student of the Bachelor of Business Administration (BBA) program with ID: BBA2203027092 at Sonargaon University (SU). I would like to sincerely declare that the report titled **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** has been prepared by me as a part of the requirements for the completion of my BBA program.

During the preparation of this report, I have made every effort to maintain academic integrity and ensure that all information, data, and references used in this report comply with ethical standards and proper citation practices. I also confirm that this report is my original work and has not been submitted previously to any other institution or organization for the purpose of obtaining any degree, diploma, or academic qualification.

Yours Sincerely,

Md. Hafizur Rahman
ID: BBA2203027092
Program: Bachelor of Business Administration
Major: Management Information Systems (MIS)
Department of Business Administration
Sonargaon University (SU)

Letter of Authorization

This is to certify that the Internship report titled **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** has been prepared as a part of the completion of the Bachelor of Business Administration (BBA) program from the Department of Business Administration, Sonargaon University (SU).

The report has been carried out by **Md. Hafizur Rahman**, bearing ID: BBA2203027092, under my supervision. The internship report and the information presented in this report will not be used for any other purposes without proper authorization.

The student has demonstrated sincerity, dedication, and responsibility throughout the preparation of this report. It has been a great pleasure working with him/her. I wish him/her every success in future academic and professional endeavors.

Mst. Marium Akter
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgement

I would like to express my heartfelt gratitude to all those who have supported and guided me throughout the journey of preparing this internship report titled **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."**

First and foremost, I would like to express my sincere appreciation to my internship supervisor, **Mst. Marium Akter**, Lecturer, Department of Business Administration, Sonargaon University (SU), for her valuable guidance, continuous support, encouragement, and constructive suggestions throughout the preparation of this report. Her expertise and insightful feedback played an important role in completing this report successfully.

I am also grateful to all the respected faculty members of the Department of Business Administration, Sonargaon University (SU), for providing me with the necessary academic knowledge, support, and a favorable learning environment throughout my BBA program.

I would like to express my sincere appreciation to the management and employees of **Vivek Real Estate Ltd.** for their valuable cooperation, assistance, and support during my internship period. I am especially thankful to **Md. Mostafizur Rahman, General Manager - Marketing & Sales**, for his valuable guidance, cooperation, practical insights, and support in providing relevant information regarding the organization's ERP system, marketing and sales activities, and business processes. His assistance greatly contributed to my understanding of the practical aspects of business operations within the organization.

I am also grateful to all the individuals who contributed directly or indirectly by providing necessary information, guidance, and support for the successful completion of this internship report. Their cooperation helped me gain practical knowledge about the application of ERP systems and understand how technology can contribute to improving organizational efficiency and business operations.

Finally, I would like to express my sincere thanks to my family, friends, and everyone else who supported and encouraged me throughout this academic journey. Their continuous support and encouragement were invaluable in completing my internship and preparing this report successfully.

Executive Summary

This internship report titled **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** has been prepared as a partial requirement for the completion of the Bachelor of Business Administration (BBA) program with a major in Management Information Systems (MIS). The internship was completed at the Head Office of Vivek Real Estate Ltd., located at Nasir Trade Center, Bir Uttam C.R. Datta Sarak, Dhaka-1205.

The main purpose of the report is to develop a practical understanding of Enterprise Resource Planning (ERP), business processes, information management, and the use of technology in a real estate organization. The study focuses on how ERP-supported information systems can help coordinate different functional activities and contribute to organizational efficiency.

During the internship period, practical exposure was gained to various organizational activities, including finance and accounts, administration, human resource activities, procurement, sales-related activities, documentation, and information management. The internship also provided an opportunity to observe how information is collected, processed, stored, and shared among different functional areas.

The report examines the relationship between ERP and business processes and identifies several areas where an integrated information system can contribute to operational efficiency. ERP can help reduce repetitive manual work, improve information availability, support departmental coordination, maintain organized records, and provide useful information for management decision-making.

The study also identifies some challenges associated with ERP and information-system-based operations. These include the need for continuous employee training, data accuracy, system maintenance, information security, proper user access, and effective coordination among departments. The effectiveness of an ERP system depends not only on the technology itself but also on employees, business processes, organizational policies, and management support.

Based on the overall observation and analysis, several recommendations have been provided. These include regular ERP training, strengthening data security, improving data accuracy, increasing business process automation, improving interdepartmental communication, strengthening management reporting, maintaining regular system updates, and introducing advanced technologies gradually where appropriate.

Overall, the internship experience helped bridge the gap between theoretical knowledge of Management Information Systems and practical organizational activities. It provided valuable knowledge about ERP, business process management, information flow, teamwork, communication, and professional responsibilities. The study concludes that effective use of ERP and information systems can support Vivek Real Estate Ltd. in improving business process efficiency, information management, and managerial decision-making.

Table of Contents

SL. NO.	Particulars	Page NO.
Cover Page		**i**
Inner Cover Page		**ii**
Letter of Transmittal		**iii**
Declaration of Student		**iv**
Letter of Authorization		**v**
Acknowledgement		**vi**
Executive Summary		**vii**
Table of Contents		**viii-ix**
List of Acronyms		**x**
Chapter-1:	**Introduction**	**1-7**
1.1	Background of the Report	2
1.2	Origin of the Report	3
1.3	Scope of the Report	3-4
1.4	Objectives of the Report	4
1.5	Methodology and Data Collection	5
1.6	Limitations of the Report	5-6
1.7	Structure of the Report	6-7
Chapter-2:	**Organizational Overview**	**8-15**
2.1	Company History	9
2.2	Vision	9
2.3	Mission	9-10
2.4	Products and Services	10-11
2.5	Organizational Structure	11
2.6	Business Operations	12
2.7	Enterprise Resource Planning (ERP) System Overview	13
2.8	ERP Modules Used in the Organization	13-14
2.9	SWOT Analysis	14-15
Chapter-3:	**ERP System and Business Process Analysis**	**16-20**
3.1	ERP System Analysis	17
3.2	Business Process Analysis	18-19
3.3	ERP Performance Evaluation	19
3.4	ERP Challenges and Improvement Opportunities	20

Chapter-4:	**Internship Duties & Responsibilities**	**21-25**
4.1	Internship Overview	22
4.2	Roles and Responsibilities	22
4.3	Departments Worked With	22-23
4.4	Practical Experience with ERP System	23-24
4.5	Skills and Knowledge Gained	24

Chapter-5:	**Findings**	**25-27**
5.1	Findings	26-27

Chapter-6:	**Recommendations and Conclusion**	**28-31**
6.1	Recommendations	29-30
6.2	Conclusion	30-31

References	**32**

List of Acronyms

Acronym	Full Form
AI	Artificial Intelligence
BBA	Bachelor of Business Administration
BI	Business Intelligence
CRM	Customer Relationship Management
ERP	Enterprise Resource Planning
HR	Human Resources
HRM	Human Resource Management
ICT	Information and Communication Technology
IT	Information Technology
MIS	Management Information Systems
PM	Project Management
PR	Purchase Requisition
PO	Purchase Order
RDBMS	Relational Database Management System
ROI	Return on Investment
SCM	Supply Chain Management
SQL	Structured Query Language
SWOT	Strengths, Weaknesses, Opportunities and Threats
UI	User Interface
VPN	Virtual Private Network
HRIS	Human Resource Information System
KPI	Key Performance Indicator
MD	Managing Director
Ltd.	Limited
Pvt.	Private

Chapter-One
Introduction

1.1 Background of the Report

Enterprise Resource Planning (ERP) has become an important part of modern business management. In today's competitive business environment, organizations need to manage a large amount of information related to finance, human resources, procurement, sales, customer management, and other operational activities. Managing these activities separately can create delays, data duplication, communication gaps, and difficulties in making timely decisions. An ERP system helps overcome these problems by integrating different business functions into a common information system.

The real estate sector is also becoming increasingly dependent on information technology because its business activities involve different interconnected processes. Property development, land and project management, procurement, financial transactions, customer information, documentation, employee management, and reporting all require accurate and timely information. An integrated information system can help a real estate organization manage these activities in a more organized and efficient manner.

Vivek Real Estate Ltd. operates in the real estate business and performs various activities that require coordination among different functional areas. In such an environment, effective information management is important for maintaining operational efficiency and supporting managerial decision-making. The use of ERP or ERP-supported information systems can help the organization maintain centralized information, coordinate departmental activities, reduce manual work, and improve the accuracy of business records.

This internship report has been prepared based on my practical experience at the Head Office of Vivek Real Estate Ltd., located at Nasir Trade Center, Bir Uttam C.R. Datta Sarak, Dhaka-1205. During the internship period, I had the opportunity to observe the organization's working environment, departmental activities, business processes, documentation practices, and the use of information systems in daily operations.

As a student of Bachelor of Business Administration (BBA) with a major in Management Information Systems (MIS), this internship provided an opportunity to relate academic knowledge with practical organizational activities. The report mainly focuses on the role of Enterprise Resource Planning (ERP) in supporting business processes and improving operational efficiency at Vivek Real Estate Ltd.

The report also attempts to examine how different business activities are connected, how information flows between functional areas, and how an integrated information system can support employees and management in performing their responsibilities. Through this analysis, the report provides an overall understanding of ERP and its relationship with business process management in a real estate organization.

1.2 Origin of the Report

The internship program is an important part of the Bachelor of Business Administration (BBA) curriculum, as it provides students with an opportunity to gain practical experience in a real organizational environment. As a student majoring in Management Information Systems (MIS), I was required to complete an internship and prepare a report based on my practical experience and academic learning.

As part of this academic requirement, I completed my internship at the Head Office of Vivek Real Estate Ltd., located at Nasir Trade Center, Bir Uttam C.R. Datta Sarak, Dhaka-1205. During the internship period, I had the opportunity to observe the organization's working environment, business activities, information management practices, departmental coordination, and the use of information systems in daily operations.

The topic of the report was selected as “Enterprise Resource Planning (ERP) System and Business Process Analysis of Vivek Real Estate Ltd.” The topic was chosen because ERP and information systems are closely related to the MIS discipline and play an important role in coordinating business activities, managing information, and supporting organizational decision-making.

The report has been prepared based on information collected through direct observation, practical activities, discussions with employees and supervisors, company-provided information, and relevant academic sources. The internship experience allowed me to compare the theoretical concepts learned during my BBA program with their practical application in a real business organization.

Therefore, the origin of this report is the academic requirement of the BBA program combined with my practical internship experience at Vivek Real Estate Ltd. The report aims to present a realistic understanding of ERP, business processes, and information management practices within the organization.

1.3 Scope of the Report

The scope of this report is mainly focused on the **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** The report covers both the organizational aspects and the practical experience gained during the internship period.

The study includes an overview of the organization, its major business activities, organizational structure, and the role of information systems in supporting its operations. It also focuses on the major functional areas where ERP or ERP-supported systems are relevant, such as finance and accounting, human resource management, procurement, inventory management, sales, and administrative activities.

The report also examines the flow of information among different functional areas and explains how an integrated system can support coordination and reduce unnecessary manual activities. In addition, the report evaluates the contribution of ERP to information accuracy, operational efficiency, reporting, communication, and managerial decision-making.

The practical scope of the study is limited to the activities and information that were accessible to me during my internship at the Head Office of Vivek Real Estate Ltd. Due to organizational confidentiality and information security requirements, some internal information, system configurations, financial data, and confidential business documents could not be included in the report.

Therefore, the report focuses mainly on observable business processes, general ERP-related activities, practical experience, and publicly or organizationally available information rather than confidential internal data.

1.4 Objectives of the Report

The main objective of this report is to analyze the **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."** based on practical observations and internship experience.

- **Broad Objective**

The general objective of the report is to understand how ERP and information systems support the day-to-day business operations of Vivek Real Estate Ltd. and how different business processes are managed through an integrated information environment.

- **Specific Objectives**

The specific objectives of the report are:

- To understand the overall business operations and organizational activities of Vivek Real Estate Ltd.
- To examine the role of Enterprise Resource Planning (ERP) in the organization's business operations.
- To identify the major business processes supported by the ERP system.
- To evaluate the contribution of ERP to operational efficiency and business process management.
- To identify the major challenges associated with ERP usage and business process management.
- To examine how ERP-supported information helps employees and management in their daily activities and decision-making.
- To develop practical knowledge of ERP and its application in a real organizational environment.
- To provide some recommendations for improving ERP utilization and business process efficiency at Vivek Real Estate Ltd.

1.5 Methodology and Data Collection

The report has been prepared using secondary sources of information. The methodology was selected to develop a practical understanding of ERP systems and business processes at Vivek Real Estate Ltd.

- **Secondary Data**

Secondary information was collected from various relevant sources, including:

- Company-provided information and documents.
- Official company website and available corporate information.
- Books related to Management Information Systems and ERP.
- Academic journals and research papers.
- Published articles related to ERP and business process management.
- Relevant online resources.
- Other academic materials related to information systems and organizational management.

- **Data Analysis Method**

The collected information was analyzed primarily through descriptive and qualitative analysis. Observed business processes were examined to understand how different activities are performed and how information systems support those activities.

The analysis also focused on identifying the benefits, limitations, challenges, and improvement opportunities associated with ERP and business process management.

No confidential financial or organizational information has been disclosed in this report without proper authorization.

1.6 Limitations of the Report

Although every effort was made to prepare the report accurately, several limitations were encountered during the internship period. These limitations should be considered when evaluating the findings of the study.

- **Limited Access to Confidential Information**

As an intern, I did not have access to all confidential organizational information. Some financial records, internal reports, customer information, and system-related data were restricted due to company policies.

- **Limited Internship Duration**

The internship period was limited, which made it difficult to observe every business process in detail. Some activities could only be understood through brief observation or discussion with employees.

- **Restricted ERP Access**

Access to certain ERP functionalities and databases may be restricted to authorized employees. Therefore, my practical exposure to some system features was limited.

- **Dependence on Employee Cooperation**

Some information was collected through discussions with employees and supervisors. The availability of employees and their workload sometimes limited the opportunity for detailed discussions.

- **Limited Scope of Observation**

The study primarily reflects activities observed during my internship at the Head Office of Vivek Real Estate Ltd. Therefore, the findings may not represent every operational activity of the organization.

- **Confidentiality Requirements**

Certain information could not be presented in detail because of organizational confidentiality and information security requirements. Therefore, some examples and descriptions have been presented in a general form.

Despite these limitations, sufficient information was collected to develop a practical understanding of ERP and its role in business process management at Vivek Real Estate Ltd.

1.7 Structure of the Report

The report has been organized into six chapters to present the internship experience, organizational information, ERP-related activities, findings, and recommendations in a systematic manner. Each chapter focuses on a specific aspect of the study and is connected with the overall objective of analyzing the **"ERP System and Business Process Analysis of Vivek Real Estate Ltd."**

Chapter 1: Introduction

The first chapter provides the general introduction to the report. It discusses the background of the report, objectives, scope, methodology and data collection, limitations, and the overall structure of the report. This chapter establishes the basic context and purpose of the internship study.

Chapter 2: Organization Overview

The second chapter provides an overview of Vivek Real Estate Ltd. It covers the company's history, vision, mission, products and services, organizational structure, business operations, ERP system overview, ERP-related functional areas, and SWOT analysis. This chapter helps to understand the organization and its business environment before analyzing its ERP and business processes.

Chapter 3: ERP System and Business Process Analysis
The third chapter focuses on the main subject of the report. It presents an analysis of the ERP system and major business processes of Vivek Real Estate Ltd. The chapter discusses business process activities, information flow, ERP performance, operational efficiency, departmental coordination, and the challenges and opportunities associated with ERP-supported operations.

Chapter 4: Internship Responsibility
The fourth chapter describes my practical internship experience at the Head Office of Vivek Real Estate Ltd. It includes the internship overview, roles and responsibilities, departments and functional areas worked with, practical experience with the ERP system, and the skills and knowledge gained during the internship period.

Chapter 5: Findings
The fifth chapter presents the major findings identified from the internship experience, direct observation, discussions with employees and supervisors, and analysis of ERP-supported business processes. It highlights the major strengths, operational issues, ERP-related observations, information management practices, and areas requiring further improvement.

Chapter 6: Recommendations and Conclusion
The sixth and final chapter provides recommendations based on the findings of the study. The recommendations focus on improving ERP utilization, employee training, data security, data accuracy, business process automation, departmental coordination, management reporting, and system maintenance. The chapter concludes by summarizing the overall internship experience and the importance of ERP and information systems in supporting the business operations of Vivek Real Estate Ltd.

Chapter-Two
Organizational Overview

2.1 Company History

Vivek Real Estate Ltd. is a real estate development company operating in Bangladesh. The company was originally established as Vivek Real Estate in 2004 under the leadership of Mr. Golam Mohiuddin, who is identified in available company information as the founder and Managing Director. Later in 2004, the organization changed its constitution and became known as Vivek Real Estate Ltd.

From its beginning, the company has focused on real estate development, particularly residential and commercial projects. According to available company information, Vivek Real Estate Ltd. has completed several projects and has continued working on residential and commercial developments in important locations of Dhaka and other parts of Bangladesh.

The company aims to provide residential accommodation and commercial spaces while maintaining attention to functional design, architectural quality, safety, and modern facilities. Its business activities require coordination among several areas, including project management, finance and accounts, procurement, sales and marketing, administration, human resources, and technical operations.

The company is headquartered at Nasir Trade Center, Level-16, 89 Bir Uttam C.R. Datta Sarak, Dhaka-1205. The same address is also listed in the company's public corporate information and employment-related records.

The company's development activities and organizational growth have created a need for proper information management and coordination among different functional areas. In this context, information systems and ERP-supported business processes can play an important role in maintaining records, coordinating activities, monitoring transactions, and supporting management decisions.

2.2 Vision

The vision of Vivek Real Estate Ltd. is to develop quality residential and commercial spaces that provide comfortable, safe, and modern living and working environments. The company aims to build long-term trust with its customers by maintaining quality, professional standards, and customer satisfaction in its real estate projects.

2.3 Mission

The mission of Vivek Real Estate Ltd. can be understood through its commitment to developing quality residential and commercial projects and providing suitable accommodation and business spaces to customers.

The company focuses on:

- ❖ Developing quality residential and commercial projects.
- ❖ Providing functional and comfortable living spaces.
- ❖ Creating suitable commercial spaces for business purposes.
- ❖ Maintaining attention to safety and construction quality.
- ❖ Incorporating modern facilities into its projects.
- ❖ Maintaining customer satisfaction through quality development.
- ❖ Using professional knowledge and experience in real estate development.
- ❖ Continuously improving its business and project management practices.
- ❖ A strong information management system can support these objectives by helping the organization maintain accurate records, coordinate different activities, monitor projects, and make timely business decisions.

2.4 Products and Services

Vivek Real Estate Ltd. primarily operates in the real estate development sector. Its activities are focused mainly on residential and commercial property development. Publicly available company information states that the organization aims to construct apartment and commercial projects in Dhaka and other prime locations of Bangladesh.

The major products and services of the organization can be broadly described as follows:

- ➢ **Residential Projects**

The company develops residential projects designed to provide customers with suitable housing facilities. These projects emphasize functional layouts, modern facilities, safety, and architectural quality.

- ➢ **Commercial Projects**

Vivek Real Estate Ltd. also develops commercial spaces intended for business and professional activities. Such projects are designed to provide suitable spaces for commercial occupancy.

- ➢ **Property Development**

Property development is a major part of the company's business activities. It involves planning, designing, construction coordination, project administration, and delivery of residential and commercial properties.

- ➢ **Customer and Property Services**

The organization also performs activities related to prospective buyers, existing clients, landowners, and vendors. The corporate website identifies these groups among the stakeholders with whom the organization communicates.

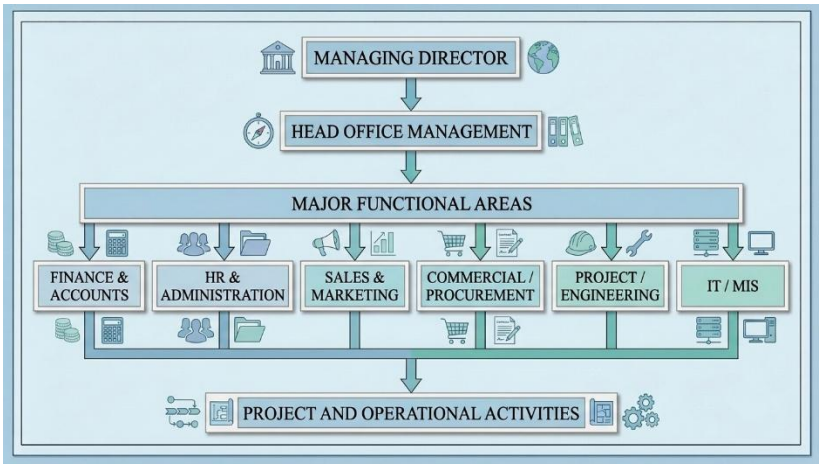
➢ **Project Management and Construction Coordination**

Real estate development requires coordination among engineers, contractors, consultants, suppliers, management, and other parties. The company's job-related information also indicates responsibilities involving project budget, schedule, quality control, safety, and coordination with different departments.

2.5 Organizational Structure

The organizational structure of Vivek Real Estate Ltd. consists of management and several functional areas that work together to achieve organizational objectives. As a real estate development company, the organization requires coordination among administrative, financial, technical, commercial, marketing, and project-related functions.

A simplified representation of the organizational structure can be presented as follows:



The Managing Director and senior management are responsible for major organizational decisions, strategic planning, project development, and overall business supervision. Different functional departments perform specialized responsibilities and communicate with management to ensure smooth business operations.

The Finance and Accounts function manages financial transactions and records. Human Resources and Administration handle employee-related and administrative matters. Sales and Marketing are responsible for customer communication, property promotion, and sales activities. Commercial and Procurement activities support purchasing and supplier-related functions, while Project and Engineering teams are involved in construction and project-related activities. The actual reporting relationships and departmental responsibilities may vary according to organizational requirements.

2.6 Business Operations

The business operations of Vivek Real Estate Ltd. are primarily related to real estate development and the management of residential and commercial projects. Real estate operations involve several interconnected activities, beginning with project planning and continuing through procurement, construction, financial management, marketing, sales, customer communication, and project completion.

The major operational areas include:

- **Project Planning**

Project planning involves evaluating development opportunities, preparing project plans, estimating requirements, and coordinating resources.

- **Land and Property Management**

Real estate development requires proper management of land-related information, ownership documents, project records, and relevant documentation.

- **Procurement and Vendor Management**

Construction and development projects require various materials, equipment, and services. Procurement activities involve identifying requirements, communicating with suppliers, evaluating quotations, purchasing materials, and maintaining supplier records.

- **Construction and Project Management**

Project teams coordinate construction activities, quality control, safety, project schedules, contractors, consultants, and other technical requirements.

- **Finance and Accounts**

Financial activities include recording transactions, managing payments and receipts, maintaining accounts, preparing reports, monitoring project-related expenses, and supporting financial decision-making.

- **Sales and Marketing**

Sales and marketing activities involve communicating with prospective buyers, promoting available properties, processing customer inquiries, and managing sales-related information.

- **Customer Relationship Management**

Maintaining communication with prospective and existing customers is important in real estate business. Proper customer records help employees respond to inquiries and provide better service.

The coordination of these activities requires reliable information sharing. Therefore, an integrated information system can help the organization improve operational efficiency and maintain better control over its business processes.

2.7 Enterprise Resource Planning (ERP) System Overview

Enterprise Resource Planning (ERP) is an integrated information system designed to connect different functional areas of an organization through a centralized information environment. ERP systems help organizations manage business transactions, maintain records, coordinate departments, and provide information for decision-making.

For a real estate organization such as Vivek Real Estate Ltd., an integrated ERP or ERP-supported information environment can be particularly useful because business activities involve multiple departments and large amounts of information.

The ERP environment can support activities such as:

- ❖ Financial and accounting information management.
- ❖ Procurement and supplier management.
- ❖ Inventory and material management.
- ❖ Employee information management.
- ❖ Sales and customer information.
- ❖ Project-related information.
- ❖ Management reporting.
- ❖ Business process coordination.

One of the major advantages of an ERP environment is that information generated by one business activity can be used by other relevant departments. For example, procurement information may be relevant to inventory and finance, while sales information may affect customer records and financial reporting.

Therefore, ERP contributes to business process integration by reducing unnecessary duplication of information and improving the availability of relevant data.

During the internship period, I observed how information technology and organizational information systems support different business activities. This practical exposure helped me understand the importance of integrated information management in a real estate organization.

2.8 ERP Modules Used in the Organization

The exact configuration and access level of an organization's ERP system may vary according to its internal requirements. However, the major functional areas relevant to ERP-supported operations at Vivek Real Estate Ltd. can be discussed as follows.

- ➢ **Finance and Accounting**

This functional area supports financial transaction recording, accounts management, payment and receipt information, and financial reporting.

- **Procurement**

Procurement-related activities include purchase requirements, supplier information, purchase documentation, and transaction records. An integrated system can help maintain a proper record of procurement activities.

- **Inventory and Materials Management**

Real estate development and construction activities require different materials and resources. Inventory-related information helps management monitor material availability, usage, and movement.

- **Human Resource Management**

HR-related information may include employee records, attendance, leave, payroll-related information, and other personnel data. Centralized employee information can improve HR administration.

- **Sales and Customer Management**

This area supports customer information, property-related sales activities, inquiries, and transaction-related records.

- **Project and Operational Information**

Project-related information can help management monitor project activities, resource requirements, schedules, and operational progress.

- **Management Reporting**

Management reports provide summarized information that can assist managers in monitoring operations and making business decisions.

The level of automation and availability of these functions depends on the organization's actual system configuration and user access permissions.

2.9 SWOT Analysis

- **Strengths**

- Established presence in the real estate sector.
- Experience in residential and commercial property development.
- Focus on quality, design, safety, and modern facilities.
- Centralized Head Office operations.
- Coordination among different functional areas.
- Use of information technology to support business activities.
- Experience in developing residential and commercial projects.

- **Weaknesses**

- Real estate projects require significant financial resources.
- Business operations involve multiple interconnected activities.
- Delays in one operational area can affect other business processes.
- Effective information management requires continuous system maintenance.
- Employees require continuous training to utilize information systems effectively.

- **Opportunities**
  - Greater use of ERP and integrated information systems.
  - Increased use of data analytics for management decisions.
  - Expansion of digital customer services.
  - Use of automation to reduce repetitive administrative activities.
  - Adoption of cloud-based technologies.
  - Improved digital communication with customers and vendors.
  - Development of more efficient project monitoring systems.

- **Threats**

- Increasing competition in the real estate sector.
- Cybersecurity and data protection risks.
- Changes in construction and real estate regulations.
- Rising construction and material costs.
- Economic uncertainty affecting customer purchasing power.
- Technology-related risks and system downtime.

Chapter-Three

ERP System and Business Process Analysis

3.1 ERP System Analysis

Enterprise Resource Planning provides an integrated platform through which different business functions can manage and exchange organizational information. In a real estate company, the importance of an integrated information system is particularly high because project activities involve finance, procurement, materials, human resources, sales, customer management, and project operations.

At Vivek Real Estate Ltd., information systems support different organizational activities by helping employees maintain records, process information, communicate between functional areas, and prepare reports.

The effectiveness of an ERP environment depends on the quality of data, user knowledge, system availability, and coordination among departments. When information is maintained properly, management can receive more timely and reliable information for operational planning and decision-making.

The ERP-related environment can be evaluated based on several factors:

- **Data Integration**

An integrated system allows relevant information to be shared among authorized departments and reduces unnecessary duplication of data.

- **Process Standardization**

ERP-supported workflows can help employees follow standardized procedures for routine activities.

- **Information Availability**

Authorized users can obtain relevant information more quickly than through completely manual record-keeping systems.

- **Reporting**

ERP-generated information can support management reporting and operational monitoring.

- **Internal Control**

User authorization and transaction records can improve accountability and help management monitor business activities.

Overall, ERP can provide Vivek Real Estate Ltd. with an organized information environment that supports business process management and operational efficiency.

3.2 Business Process Analysis

Business processes are interconnected activities through which an organization achieves its operational objectives. In a real estate company, these processes involve multiple departments and stakeholders.

At Vivek Real Estate Ltd., major business processes can be analyzed through procurement, project operations, finance, sales, customer management, and human resources.

- **Procurement Process**

The procurement process begins when a department identifies the need for materials, products, or services. The requirement is communicated to the appropriate authority, followed by supplier selection, quotation evaluation, approval, purchase, and delivery. An integrated information system can help maintain procurement records and improve communication between procurement, finance, inventory, and project teams.

- **Project and Construction Process**

Project management is an important part of real estate operations. It involves project planning, budgeting, procurement, construction coordination, quality control, safety, scheduling, and monitoring. Available company-related employment information indicates that project responsibilities may include maintaining project budgets and schedules, quality control, safety practices, and coordination with different departments. An integrated information system can help management monitor project information and coordinate activities more effectively.

- **Finance and Accounting Process**

Financial activities include recording transactions, managing payments and receipts, monitoring expenses, maintaining accounts, and preparing financial reports. ERP-supported financial management can connect financial transactions with other business activities, helping management maintain more accurate and timely financial information.

- **Sales Process**

The sales process involves communication with prospective customers, property presentation, customer inquiries, negotiation, documentation, booking, and related activities. An integrated information system can help employees maintain customer records, monitor sales activities, and provide timely information regarding available properties and customer transactions.

- **Human Resource Process**

Human resource activities include employee information management, attendance, leave, recruitment support, payroll-related activities, and performance management.A centralized system can reduce manual record-keeping and make employee information easier to manage.

- **Information Flow Between Departments**

Effective business operations require continuous information flow among departments. For example, procurement information may be required by finance and project teams, while sales information may be relevant to finance and management.

ERP helps establish a more connected information environment where authorized employees can access relevant information according to their responsibilities.

3.3 ERP Performance Evaluation

The performance of an ERP system can be evaluated by examining its effect on operational efficiency, information quality, communication, decision-making, and employee productivity.

- **Operational Efficiency**

ERP-supported automation can reduce repetitive manual activities and improve the speed of routine business processes. Employees can spend less time searching for information and preparing repetitive records.

- **Information Accuracy**

Centralized information management reduces the possibility of maintaining multiple inconsistent records. Proper data entry and validation can improve the reliability of organizational information.

- **Decision-Making**

Management requires accurate and timely information for effective decision-making. ERP-generated reports can provide useful information regarding financial activities, procurement, sales, project operations, and other business areas.

- **Departmental Coordination**

ERP improves coordination by allowing different functional areas to work with shared organizational information. Better coordination can reduce delays and communication gaps.

- **Employee Productivity**

Automation of routine tasks can reduce administrative workload and allow employees to focus on more important responsibilities.

- **Customer Service**

Better access to customer and property-related information can help employees respond to customer inquiries more efficiently.

3.4 ERP Challenges and Improvement Opportunities

Although ERP provides many benefits, organizations may face several challenges in implementing and maintaining an integrated information system.

- **Technical Challenges**

System downtime, network problems, software updates, and technical errors may interrupt business operations.

- **Employee Training**

Employees require adequate training to understand system features and follow standardized digital processes.

- **Data Security**

ERP systems may contain sensitive financial, employee, customer, and business information. Proper access control and cybersecurity measures are therefore important.

- **Data Quality**

Incorrect or incomplete data entry can reduce the quality of ERP-generated information.

- **System Maintenance**

Regular maintenance and updates are required to maintain system performance and security.

- **Change Management**

Employees may require time to adapt to new technologies and changes in established business processes.

- **Improvement Opportunities**

Vivek Real Estate Ltd. can further improve ERP utilization through:

- Regular employee training.
- Stronger data security practices.
- Periodic system maintenance.
- Improved reporting and analytics.
- Greater process automation.
- Better integration between functional areas.
- Regular user feedback.
- Improved backup and recovery procedures.
- Gradual adoption of modern digital technologies.

Chapter-Four

Internship Duties & Responsibilities

4.1 Internship Overview

The internship program is an important part of the BBA curriculum because it provides students with practical exposure to professional organizational activities. It creates an opportunity to apply academic knowledge in a real working environment.

As a BBA student majoring in Management Information Systems (MIS), I completed my internship at the Head Office of Vivek Real Estate Ltd., located at Nasir Trade Center, Dhaka-1205.

During my internship, I observed different organizational activities and gained practical knowledge regarding business processes, information management, departmental coordination, documentation, and ERP-supported activities.

The internship helped me understand how theoretical concepts related to MIS, ERP, business processes, and organizational management are applied in a real business environment.

4.2 Roles and Responsibilities

During the internship period, I was involved in and observed several organizational activities under the supervision of responsible employees.
My responsibilities included:

- ❖ Observing daily organizational activities.
- ❖ Assisting with routine administrative tasks.
- ❖ Supporting documentation and record-keeping activities.
- ❖ Observing ERP-supported business processes.
- ❖ Assisting with data entry and information management where assigned.
- ❖ Observing departmental communication and coordination.
- ❖ Reviewing business documents as instructed.
- ❖ Assisting employees with routine office activities.
- ❖ Observing procurement and financial processes.
- ❖ Maintaining confidentiality of organizational information.
- ❖ Performing other responsibilities assigned by the supervisor.

These responsibilities provided me with practical knowledge about the working environment and helped me understand the importance of information systems in organizational operations.

4.3 Departments Worked With

During the internship, I gained exposure to different functional areas of the organization. The level of direct involvement varied according to assigned responsibilities and organizational requirements.

- **Finance and Accounts**

I observed how financial information and organizational transactions are recorded, maintained, and processed.

- **Human Resources and Administration**

I gained an understanding of employee-related documentation, administrative activities, and organizational communication.

- **Procurement/Commercial**

I observed how procurement requirements, supplier communication, purchasing activities, and related documentation are managed.

- **Sales and Marketing**

I gained exposure to customer communication, property-related sales activities, and the importance of maintaining accurate customer information.

- **Project/Operational Activities**

I developed an understanding of how real estate projects require coordination among management, technical teams, contractors, suppliers, and administrative departments.

4.4 Practical Experience with ERP System

One of the most important aspects of my internship was gaining practical knowledge about ERP and information-system-supported business activities.

My practical exposure helped me understand that ERP is not simply a software application. It is a system that supports coordination among different organizational functions.

I observed how information is maintained and shared for different operational activities. The experience helped me understand the relationship between business processes and information systems.

I also learned that ERP effectiveness depends on:

- Accurate data entry.
- Proper user access.
- Employee training.
- Timely information updates.
- System availability.
- Proper coordination among departments.
- Data security.

Due to organizational confidentiality and access restrictions, my exposure to certain ERP functionalities was limited. However, the experience was sufficient to develop a practical understanding of how integrated information systems can support organizational activities.

4.5 Skills and Knowledge Gained

The internship provided me with several practical skills and professional experiences.

- **ERP Knowledge**

I developed a better understanding of ERP concepts and their practical application in business operations.

- **Business Process Analysis**

I learned how different organizational activities are connected and how one department's activities can affect another department.

- **Information Management**

I developed practical knowledge about maintaining and organizing business information.

- **Analytical Skills**

Observing real business processes improved my ability to identify operational problems and think about possible improvements.

- **Communication Skills**

Working with professional employees improved my communication and interpersonal skills.

- **Teamwork**

The internship taught me the importance of coordination and teamwork in achieving organizational objectives.

- **Time Management**

Following organizational schedules and completing assigned activities helped improve my time-management skills.

- **Professional Ethics**

I learned the importance of confidentiality, responsibility, punctuality, discipline, and professional behavior.

- **Problem-Solving**

The practical environment helped me understand how employees identify and resolve routine organizational problems.

Chapter-Five
Findings

5.1 Findings

Based on the internship experience, observation of organizational activities, discussions with employees, and analysis of ERP-supported business processes at Vivek Real Estate Ltd., several findings have been identified. These findings represent the major observations regarding ERP, information management, business processes, and organizational operations.

- **ERP Supports Business Process Integration**

The study found that ERP and information-system-supported activities can help connect different functional areas of the organization. Information related to finance, procurement, sales, human resources, administration, and project activities can be managed more systematically through an integrated information environment.

- **ERP Helps Reduce Manual Work**

The use of computerized and ERP-supported processes can reduce dependency on repetitive manual activities. Routine data processing, record maintenance, and report preparation can be performed more efficiently when supported by an appropriate information system.

- **Improved Information Availability**

An integrated information system can make relevant information available to authorized employees when required. This can reduce the time needed to search for documents and records and can support faster completion of routine tasks.

- **Better Departmental Coordination**

Business operations in a real estate organization involve several departments. The study found that effective information sharing is important for maintaining coordination among finance, procurement, project, sales, administration, and other functional areas. ERP-supported information sharing can help reduce communication gaps and improve coordination.

- **Data Accuracy is Important**

The quality of ERP-generated information depends heavily on the accuracy of data entered into the system. Incorrect, incomplete, or outdated information can affect reports and business decisions.

Therefore, proper data entry procedures and regular verification are important for maintaining information quality.

- **ERP Can Support Management Decision-Making**

Management requires timely information to monitor organizational activities and make appropriate decisions. ERP-supported reports can provide useful information regarding financial transactions, procurement, sales, project activities, and other operational areas.

- **Employee Training is Necessary**

The effectiveness of an ERP system depends on the ability of employees to use it properly. Employees with limited knowledge of system features may not be able to utilize the available functions effectively. Regular training and practical guidance can therefore improve ERP utilization.

- **Information Security is an Important Concern**

ERP and organizational information systems contain important business information. Financial records, customer information, employee information, and internal business data need to be protected from unauthorized access.
Therefore, appropriate access control and security practices are necessary.

- **System Maintenance Affects Business Operations**

Regular system maintenance is important for ensuring smooth operation. Technical problems, network issues, system downtime, and outdated software can affect employees' ability to complete their responsibilities efficiently.

- **ERP Creates Opportunities for Further Automation**

The organization can potentially increase the use of automation for repetitive business activities. Greater automation may help reduce processing time, improve accuracy, and allow employees to focus on more important tasks.

- **Management Reporting Can Be Further Improved**

ERP-supported data can provide opportunities for developing better management reports and analytical dashboards. Improved reporting can help management monitor business performance and identify operational issues more quickly.

- **Practical MIS Knowledge is Important for ERP Management**

The internship experience showed that successful ERP management requires more than technical knowledge. Understanding business processes, organizational communication, data management, user requirements, and decision-making is equally important.

Chapter-Six
Recommendations and Conclusion

6.1 Recommendations

Based on the findings and overall internship experience, the following recommendations are suggested for improving ERP utilization and business process management at Vivek Real Estate Ltd.

- **Arrange Regular ERP Training**

The organization should arrange regular training sessions for employees. Training should cover both basic and advanced system functions according to employees' responsibilities.

- **Strengthen Data Security**

The company should maintain strong user authentication, access control, password policies, data backup, and other appropriate security measures to protect important organizational information.

- **Improve Data Accuracy**

Employees should carefully verify information before entering it into the system. Periodic data checking and correction procedures can help maintain reliable organizational records.

- **Increase Process Automation**

Routine and repetitive activities should gradually be automated where possible. Automation can reduce human error, save time, and improve employee productivity.

- **Improve Interdepartmental Communication**

Different departments should maintain effective communication and information-sharing practices. Better coordination can reduce delays and improve overall business process efficiency.

- **Develop Better Management Reports**

The organization should make greater use of ERP-generated reports and dashboards. Management can use such reports to monitor business activities, identify problems, and support decision-making.

- **Conduct Regular System Maintenance**

Regular system maintenance, updates, backup procedures, and technical monitoring should be maintained to minimize system-related disruptions.

- **Establish Proper Backup and Recovery Procedures**

The company should maintain regular data backups and a clear recovery plan. This can reduce the potential impact of unexpected system failures or data loss.

- **Collect Employee Feedback**

Management should regularly collect feedback from ERP users. Employees who use the system in their daily work can identify practical problems and suggest useful improvements.

- **Gradually Introduce Advanced Technologies**

The company may consider using advanced technologies such as Business Intelligence, data analytics, cloud-based systems, and Artificial Intelligence where they are relevant to business requirements.

- **Strengthen Process Standardization**

Business processes should be properly documented and standardized. Clear procedures can help employees perform tasks consistently and make ERP implementation more effective.

- **Maintain Confidentiality of Organizational Information**

Employees should be properly informed about the importance of maintaining confidentiality. Access to sensitive financial, customer, employee, and business information should be provided only to authorized personnel.

6.2 Conclusion

The internship at Vivek Real Estate Ltd. provided valuable practical experience in understanding the relationship between Enterprise Resource Planning, Management Information Systems, and business process management.

The study indicates that ERP and information systems can play an important role in integrating business activities, maintaining organizational information, supporting departmental coordination, reducing repetitive work, and providing information for management decision-making.

The real estate business involves several interconnected activities, including project management, procurement, finance and accounts, sales, human resources, administration, and customer-related activities. Because these activities depend on one another, effective information sharing and coordination are essential for maintaining operational efficiency.

The internship experience also demonstrated that successful ERP utilization depends on several factors beyond the technology itself. Employee skills, data accuracy, system security, management support, regular maintenance, and proper business processes are equally important.

As an MIS student, the internship helped me understand how theoretical concepts related to ERP and information systems are applied in a real organizational environment. It also improved my professional communication, teamwork, analytical ability, time management, and understanding of business processes.

In conclusion, effective ERP management can contribute to improving the operational efficiency and information management practices of Vivek Real Estate Ltd. The organization can further strengthen its ERP environment through employee training, improved data security, greater process automation, better reporting, regular system maintenance, and continuous improvement of business processes.

The internship was therefore a valuable learning experience that helped me connect my academic knowledge with practical organizational activities and provided a stronger foundation for my future career in Management Information Systems and business technology.

References

Report:

1. Vivek Real Estate Ltd. (2024-2025). Annual Report and Company Information.
2. Vivek Real Estate Ltd. (2024-2025). Company Profile and Operational Report.

Books:

1. Laudon, K. C., & Laudon, J. P. (2022). Management Information Systems: Managing the Digital Firm (17th ed.). Pearson.
2. Monk, E., & Wagner, B. (2013). Concepts in Enterprise Resource Planning (4th ed.). Cengage Learning.
3. Stair, R. M., & Reynolds, G. W. (2021). Principles of Information Systems (14th ed.). Cengage Learning.

Journals:

1. Jacobs, F. R., & Weston, F. C. (2007). Enterprise resource planning (ERP)—A brief history. Journal of Operations Management, 25(2), 357–363.
2. Umble, E. J., Haft, R. R., & Umble, M. M. (2003). Enterprise resource planning: Implementation procedures and critical success factors. European Journal of Operational Research, 146(2), 241–257.

Website:

www.vivekgroup.net