

BRAC UNIVERSITY



INTERNSHIP REPORT

ON

IMPLIMENTATION OF HR POLICY

IN

STAR COMPUER SYSTEMS LIMITED





INTERNSHIP REPORT
ON
IMPLIMENTATION OF HR POLICY
IN
STAR COMPUTER SYSTEMS LIMITED

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Letter of Transmittal

15 January 2015

To
Md. FeihanAhsan
Lecturer
BRAC Business School
BRAC University

Subject: Submission of Internship report

Dear Sir,

With due respect and immense pleasure I am submitting my internship report on “Implementation of HR policy in Star Computer Systems Limited” that you have assigned me as an essential requirement of internship program. It is really an enormous prospect for me to gather vast information and grasp the subject matter in an appropriate way. I have found the study is quite interesting, beneficial and insightful.

I tried my best effort to prepare an effective and credible report. The report will provide clear concept about the overall activities of HR policy inside the organization. I am really grateful to you for giving me the opportunity to learn more and enrich my knowledge. I hope you will consider the mistakes that may take place in the report in spite of my best effort.

Sincerely yours

Kazimojammalhuq
ID: 12164067

Acknowledgement

Preparation this report, I would like to acknowledge the encouragement, guidance and assistance given from a number of responsible persons. I am very grateful to my internship supervisor Md. FeihanAhsan, Lecturer, BRAC Business School for providing feedback and support throughout the semester on this report.

I would like to express gratefulness to my organization supervisor Mr.MdFirozeAlam, Finance& Admin Manager, Mr. Hasnat Reza, Training Manager of Star Computer Systems Limited. Thanks to them for helping me with the relevant information about HR Policy for the employee of Star Computer Systems Limited that I needed to prepare this report. In addition, I would like to thank all of the employees and responsible persons of Star Computer Systems Limited for providing me necessary support whenever required. Without their contribution, it would not have been possible for me to conduct this project work.

Besides this, I am also thankful to my family members, all my classmates and well-wishers.

EXECUTIVE SUMMARY

Star Computer Systems Limited (SCSL) is one of the leading ICT solutions and services providers in Bangladesh. Their Business Application Development services help clients concentrate on evolving business and technology challenges by defining, designing and building applications adapted to meet your business requirements. SCSL develops in windows, web and mobile platforms for better accessibility and user friendliness of the user end. SCSL works with ERP, HRM, e-Commerce, e-Governance Application, Web Portal development and implementation in an enterprise scale.

SCSL marks success for the strongest product line the "ERP OPTIMA" providing a stellar Enterprise Planning Solution. Their consultancy services have provided solutions for Capacity Development of Bangladesh and other Ministries of Government of Bangladesh.

SCSL is also consulting-oriented company, intending to fill in the market need for a professional, customer-focused computer company. The company emphasizes service and support to differentiate itself from more price-oriented computer companies. SCSL has located at 70 Green Road, Fattah Plaza 7th Floor, Dhaka. Once the needs and processes are understood and described, leading edge products and best-of-industry skills will be applied to design and develop a fitting solution to enable the client's business in the most cost effective way.

This report based on implementation of HR policies for the employees in Star Computer Systems Limited that provides to increase the skills and capacity of its employees. In this report, I have gone through the overall HR policy for the employees of SCSL that increase the efficiency and knowledge of themselves and utilize the resources properly for which they can play a big role for the success of the organization. Now new technology is booming up recent years. SCSL creates new technological skill people under Hi-tech Park & IDB supervision. New IT experts are coming every year from SCSL & has fulfilled the demand of IT technical.

Bangladesh is a regenerative country, which is growing, making its presence in the global forum. Moreover it is one of the countries that are looked upon as the next growth centre. So let us be conscious about the fact that there is a regenerative Bangladesh, creative Bangladesh, path breaking Bangladesh. Hopefully IT sector is the next opportunity for Bangladesh.

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Chapter 01: Introduction

1.1 Introduction

Human resources policies provide the necessary structure many businesses need to sustain the company's productivity and overall profitability. Whether you're running a business with five employees, 25 or 250 employees, implementing HR policies will simplify the workforce management component of your organization. Full implementation of HR policies begins with a foundation based on your company's size, organizational culture and work environment. Finalizing the implementation requires legal review and communication with employees.

An organization is nothing without human resources. Of all the resources, as well as a motive force for all other resources by manipulating them, by the way of developing, utilizing, commanding and controlling. So functions of human resource management include recruitment, selection, training and development performance appraisal, compensation and industrial relation in an organization.

HR software implementations have a checkered track record of success. According to Star Computer System Limited (SCSL) they're prone to the some kinds of problems—cost overruns, delays, and failure to meet business requirements—that plague other major systems implementations.

Among the 62 percent of companies surveyed that had deployed new HR software in the past year, 72 percent said stakeholders' competing business requirements for the software adversely affected their projects. Respondents also cited the complexity of global rollouts and extensive integration work as additional causes of delays and unexpected costs.

Notably, a desire for cloud-based software drove many new HR systems implementations—41 percent, according to the survey. While cloud-based software has a reputation for being relatively easy to implement, some HR organizations have run into unexpected difficulties deploying it. Because HR departments can fund purchases of cloud software from their own budgets, they are, in some cases, driving these implementations on their own. And without the IT department's technical knowledge and extensive project and vendor management experience, some HR organizations have battle with vendors, encounter significant integration challenges, and procure software that doesn't work as advertised.

HR needs IT's help distinguishing viable products from vaporware, translating business requirements into technical requirements a vendor can understand, and identifying integration points across on-premise and cloud-based systems. To improve the outcomes of HR software implementations, the following practices apply, regardless of whether a company deploys on-premise or cloud-based software:

Plan ahead: HR leaders to think about their departments' current and future goals, strategy, and direction long before they select new software. They evaluate and consider consolidating HR processes and systems at this early stage. By clarifying their organizations' needs and goals, the advance planning can help HR leaders select a system that will support their enterprises into the future, while the consolidation may ease eventual software implementations by potentially reducing the number of required integration points.

Appoint an experienced project leader: Effective research shows HR software implementations have a dedicated project lead who oversees the project throughout its lifecycle. Find a high-powered individual with project management experience, who's capable of building consensus but who's also decisive and comfortable giving people deadlines. A strong project lead is critical to keeping HR software implementations on time and on budget.

Identify a mediator: Generally conflicts invariably arise during HR software implementations over issues such as which specific software features or modules to implement first. To diffuse conflicts and prevent them from delaying the project, appointing a mediator, someone powerful inside the organization, who'll be available to resolve issues within one day. The companies whose HR software implementations were successful had identified a mediator before they started the project.

Prepare the organization for change: This sounds obvious, but companies continue to mismanage the change management process. Often, they treat it like a one-and-done activity that starts and ends either at the beginning of the project or with user training. In fact, change management should begin during the earliest planning stages of the project, with HR and IT leaders building broad-based consensus among end users and stakeholders for the technology and process changes to come. Other measures such as HR and IT leaders take include identifying organizational barriers to change; creating avenues for stakeholders to provide feedback and express concerns; articulating the impact of technology and process changes on end users; and developing and implementing an ongoing plan for communicating changes to the organization. HR and IT should work hand in hand every step of the way. These software implementations can go wrong in many different ways, from spending too much time customizing or configuring the system to underestimating their complexity. Organizations that are successful deploying new HR software set themselves apart by applying these leading practices consistently throughout the project.

This report based on implementation of HR policies for the employees in Star Computer Systems limited that provides to increase the skills and capacity of its employees.

This report provides the details about the organization's core activities.

- Software development
- Training
- HR policy

1.2 Objectives of Study

The key objectives of the report are as follows:

1. To know the HRM practices of Technology companies
2. Identify the duties and responsibilities of HR division
3. To acquire depth knowledge about Implementation of HR policies in Star Computer Systems Limited
4. To know the practical Human Resource situation of an organization.
5. Identify the opportunities and challenges for Software Company.
6. To gather practical knowledge that can be implemented in professional life.

1.3 Scope of Study

It is a great scope for me to work on this HR based report in a software farm

- This report is about the implementation of HR activities for in Star Computer Systems limited. So it is a great opportunity to know about the development activities & Human Resource of the organization.
- By focusing on HR activities, we understood the HR Policies and its implications to the organizations.
- Chance of knowing the overall HR activities practices in Bangladesh.

1.4 Limitations of Study

- Some information was not shareable because of confidential issues.
- Due to short time, information was not collected in detail from the personnel of Star Computer Systems limited.
- Lack of knowledge and experience was our limitations as well.

1.5 Importance of human resource management in software firm

It's no secret that business success today revolves largely around people, not capital. This is of great significance especially in 'people businesses' like software companies with relatively high people costs and low capital costs. According to Barber & Strack, (2005) people businesses are those companies with relatively high employee costs, a high ratio of employee costs to capital costs, and limited spending on activities, such as Research & Development aimed at generating future revenue. The question of where and how value is being created or squandered could be identified in people-intensive businesses by looking into metrics of productivity of people rather than of capital.

The critical resources are employees a software company hires, motivates and retains. While occasionally, the value employees create in some software companies does take the form of

intangible assets like intellectual property, brands, and the like, most employees in people business like IT services and products concentrate more on creating short-term value directly for customers, month for month and year for year, without the intermediary step of creating an intangible asset.

The distinct but generally unappreciated economics of people-intensive business like software can not only for different metrics but also for different management practices. Even slight changes in employee productivity in software companies have a significant impact on shareholder returns. In such cases "human resource management" is no longer a support function but a core process for line managers. It goes without saying that managing people is a key task for any company. But in a people business, this task becomes central to success because employees represent both the major cost and the major driver of value creation; People- management measures that lead to even small changes in operational performance can have a major impact on returns (Barber & Strack, 2005).

Given the high financial stakes, people management needs to be a core operational process and not solely a support function run by the Human Resource department. Line managers have a vital role to play in improving employee productivity, in terms of both business issues (such as whether to concentrate on large or small accounts) and management issues (such as how to create an organization and work environment that foster productive output). If success in a capital-intensive business comes primarily from making the right investment decisions, success a people-intensive business comes from hiring the right people and putting in place processes and an organization that makes them productive (Barber & Strack, 2005). Managers also need to ensure that employees' interests are aligned with a company's business objectives and their execution. It is crucial to keep employees engaged and productive.

The existing business environment requires companies as well as their HR teams to think out-of-the-box, and come up with innovative approaches to survive the downturn and hold employees together. Innovative approaches would motivate the employees in software companies to utilize their set of skills and knowledge through discretionary effort realizing firm's business strategy. This approach to human resource management is likely to contribute to improved economic performance of the firm. Innovative arrangements also have the potential to increase employee morale, thereby improving performance through reduction in grievances and through greater effort and diligence. Research have shown that HRM innovations not only result in tangible organizational results but also assist organizations in developing innovative solutions as the need arises.

On the contrary, there are at times HRM innovations fall short of expectations to achieve outcomes such as favorable employee attitude and behavior. Research evidence on the relationship of innovative Human Resource Practices with employee attitudes is still very limited. Hiltrop (1996) provides some evidence indicating that best practices encouraged employee attitudes and behavior towards strengthening the complete strategy of an organization.

This study tries to focus on whether the importance, introduction and satisfaction of innovative human resource practices lead to favorable or unfavorable outcomes among the employees in the software firms in Bangladesh. To put it tersely, the researcher attempts to study the attitudes and behavior of software professionals resulting from the innovative human resource practices of their respective firms. The people factor has been very important for the growth of the Indian software services industry, because the industry works on the human resources (HR) augmentation mode (Upadhyya & Vasavi, 2006). This means that the revenue of an organization is directly related other

number of projects executed and number of people working on a project. In other words, the number of software workers is an indication of the revenue of the organization.

Human Resource is life and blood of software companies as skillful talents are the source for competitive advantage in these industries. The dynamic nature of the software industry due to the innovative methods of work culture like virtual office and virtual migration shows the need for different HR practices to this fastest growing industry. The characteristic of work is also very different from other sectors as there is high attrition rate, lack of job satisfaction, job hopping of the employees, flexibilisation and individualization are common phenomenon in the industry which is major concern for the software companies. So companies are using different strategies like direct and indirect controls to manage the issues faced by the organization (Upadhya, 2009).

Software companies are employing innovative human resource practices which are different from the brick and mortar companies to manage their human resources. The HR practices in Bangladeshi software companies like employee sourcing and human resource development initiatives are remarkably different from the manufacturing and other service sector companies. This study tries to find out the answer for research question does the various innovative HR practices in software firms bring out human resource outcomes like job satisfaction, organizational commitment and organizational citizenship behavior among its employees.

Chapter 02: The Organization

2.1 Introducing Star Computer Systems Limited (SCSL)

SCSL is one of the leading ICT solutions and services providers in Bangladesh having ISO-9001:2008 certification and going through CMMi Level 3 journey which to be appraised by June 2015. Our Business Application Development services help clients concentrate on evolving business and technology challenges by defining, designing and building applications adapted to meet your business requirements. SCSL implements best practices like BOOT, JV, Turnkey and SaaS model for its projects.

SCSL develops in windows, web and mobile platforms for better accessibility and user friendliness of the user end. SCSL works with ERP, HRM, e-Commerce, e-Governance Application, Web Portal development and implementation in an enterprise scale.

SCSL marks success for the strongest product line the "ERP OPTIMA" providing a stellar Enterprise Planning Solution. Our consultancy services have provided solutions for Capacity Development of Bangladesh and other Ministries of Government of Bangladesh.

2.2 Why SCSL?

Key factors involved in the success of SCSL are-

- Free Initial Consultancy.
- Domain Focused Expertise
- Promises up gradation to help you succeed in your industry
- We give high priority to every job we undertake.
- Consultative and Innovative Solutions
- Standard Methodology with different package offer
- Choosing tools that solve today's problems and anticipate tomorrow's need.
- Appropriate development processes with continual improvements.

2.3 SCSL Offer

SCSL deliver an end-to-end, integrated platform that enables enterprises to quickly design, build, test, deploy and manage experiences. They provide a suite of customizable and also ready-to-run applications that ensure faster time to market, and provide enterprises the flexibility to evolve at a higher speed.

Following are the specific services of SCSL

- Customized Business Applications
- Enterprise Applications
- Web Portals
- Mobile Applications
- Software Testing as a Service (STaaS)
- ICT Training
- ICT Consultancy

2.4 Whom SCSL serve

We provide software development services both for the government and commercial sectors to help increase productivity and reduce operating expenses. SCSL serves the Large and Medium sized Enterprises of

- Manufacturing
- Textile & Garments
- Construction/Projects/Engineering/Real Estate
- Non-Profit (International organizations, NGOs, Donors),
- National/Local Government
- Retail

2.5 Values

The greatest potentials for the growth of any company are generated by a commitment to high corporate values. By values, we mean the qualitative goals which the company strives to achieve in all its activities. Values are the key to activating the five growth engines of a company: market, products & services, organization, people and finance. Values raise the quality of corporate energies and elevate work to a higher level. SCSL believes in performance based result. The productivity and convenience of our valued clients encourage us improve their performance by efficiency, business process reengineering. Therefore,

SCSL develops windows, web and mobile platforms for better accessibility and user friendliness of the end user. Furthermore,

SCSL is specialized in incorporating the best interactive options and latest technologies to develop your websites.

Whether you need a ready mobile app to get to market fast, or a completely custom app built from scratch designed just for your industry, SCSL can help.

SCSL has a high degree of expertise and confidence that our trainings are standards-based, reliable and will accelerate your growth. In addition to,

SCSL has a dedicated and experienced team for providing professional IT Consultancy services for the industry.

2.6 Company's Core Software Product

- **ERP Optima™:** ERP-Optima™ streamline entire business operation of your company integrating all the functional departments of the organization.
- **HRM-Optima™:** HRM-Optima is an automated system that will work virtually to maintain HR Management processes of your organization in an easier and efficient way
- **CMAS-Optima:** CMAS – Optima offers a secure web based system to track garments factories compliance in an efficient & cost effective way.
- **Accounts & Finance:** SCSL system is designed to automate your financial processes to support complex legislative requirements and create value through timely monitoring.
- **SCM-Optima:** SCSL Supply Chain Management application helps you to deliver the right product to the right market at the right time.

SCSL provide full concentration to their clients need and try to best effort to satisfy them.

- Striving for quality
- Always maintain deadline
- Dedicate team for individual assigned task
- Design/accomplish all HR tasks in line with recent market trends & company focus
- Always keep us updated on recent HR developments & other issues

2.7 SCSL's Strength

- Dedicated software team
- Own Office space in prime location with modern facilities
- Experience of working with varied types of corporate clients with multicultural background Providers of executive search and managerial recruiting services.

2.8 Some information on Training & Development of SCSL

Human Resource training and development is the imparting of necessary knowledge and skills to a human resource professional in the organization. This is necessary for a number of reasons. HR professionals are very important for the organization. They need continuous upgrade of their skills and attitudes. Training them to bring them on par with the organization's goals and in tune with the industry trends is necessary, since well-equipped HR professionals are the means to ensuring optimal performance from the organization's employees.

A positive environment for learning is always critical for success, whether it is the environment of a classroom or the environment of your organization. The learning environment provided by an organization is a function of the organizational culture. Organizational culture means the values, attitudes and beliefs reflected in the mission and goals, and practices of the organization.

SCSL has a huge infrastructure for its employee as well as other interested candidates. Different types of training program held in our SCSL office compound. SCSL has a huge infrastructure and lab for its employee & other training program under *Hi-tech Park & IDB-BISEW IT* scholarship programs.

2.9 Infrastructure:

2.9.1 Number of Computer Labs present for training purpose:

Lab No.	Seats/ Capacity	White board available (Yes/No)	Air Condition Available (Yes/No)	Multimedia Projector Support (Yes/No)	Room Size (sft)
1	16	yes	yes	yes	330
2	16	yes	yes	yes	306
3	16	yes	yes	yes	293
4	16	yes	yes	yes	297
5	Available area for further extension	6600(If needed)			

2.9.2 Number of PCs available for Training Purpose:

Lab No.	Total PCs (Min. conf. P-IV, 1 GB RAM, 80GB HDD)	Total PCs with LAN Support	Total PCs with UPS Support	Total PCs with Printer Support
1	16	16	16	16
2	16	16	16	16
3	16	16	16	16
4	16	16	16	16

2.9.3 Number of PCs is simultaneously available for internet access:

Lab No.	How many PCs are simultaneously available for internet access?	Average bandwidth per PC
1	16	16 kbps and more
2	16	16 kbps and more
3	16	16 kbps and more
4	16	16 kbps and more

2.9.4 Number of License Software available:

Name of the software	Type of licensing	Purchased from	Remarks
Microsoft Office 2000	Multi User	USA	Original
Microsoft SQL Server 2000	Multi User	USA	Original
Microsoft Visio 2000	Multi User	USA	Original

2.9.5 Other Facilities:

Description	Mark (✓/X)
Power Generator/IPS support	✓
Separate male/female toilets	✓
Alternate Exit points	✓
Fire Fighting Arrangements	✓
Refreshment area	✓
Library facility	✓
Reading Room	✓

2.10 ONGOING TRAININGS

2.10.1 IT Scholarship Project:

Architectural and Civil CAD (**ACAD**) Professional Course for Round 21, 22 & 23 with 5 Batches under IDB-BISEW IT Scholarship Project.

Courses are:

- Designing, Modeling & Drafting with AutoCAD
- 3D Modeling & Animation with Autodesk 3DS Max
- Engineering, Modeling & Drafting with Rivet Architecture.
- Enhancing CAD Drawings with Adobe Photoshop
- Implementing Project Management Principles and Practices with Microsoft Project

2.10.2 Skill Enhancement Program

Scholarship Training on **Web Design & Development** using PHP, My SQL, HTML under **Bangladesh Hi-Tech Park Authority IT Scholarship Project.**

2.10.3 Industrial Attachment:

Training on Auto CAD and 3ds Max under Industrial Attachment program of **FENI Polytechnic Institute.**

Courses are:

- Designing, Modeling & Drafting with AutoCAD
- 3D Modeling & Animation with Autodesk 3DS Max

2.10.4(A) UPCOMING TRAINING 01:

Opportunity to build a Career as Software Programmer with a IT Scholarship Project under Bangladesh Hi-Tech Park Authority

To build up the ICT skilled and efficient human resources Bangladesh Hi-Tech Park authority has arranged a number of training programs on ICT. Star computer System Limited has been selected as a training service provider of Bangladesh Hi-Tech park authority to train the local youth on **Phone Gap** which will help the youth to serve the IT industries as **Software Programmer**. It enables software programmers to build applications for mobile devices using JavaScript, HTML5, and CSS3.

The course duration is 2 month. Bangladesh Hi-Tech Park Authority and Star Computer Systems Limited will jointly award certificates to the participants who would finish the training successfully under this Scholarship Project.

2.10.4 (B) UPCOMING TRAINING 02:

Opportunity to build Career as i-phone App Developer with an IT Scholarship Project under Bangladesh Hi-Tech Park Authority

To build up the ICT skilled and efficient human resources Bangladesh Hi-Tech Park authority has arranged a number of training programs on ICT. Star computer System Limited has been selected as a training service provider of Bangladesh Hi-Tech park authority to train the local youth on i-phone application Development which will help the youth to serve the IT industries as **app Developer**.

The course duration is 92 hours. Bangladesh Hi-Tech Park Authority and Star Computer Systems Limited will jointly award certificates to the participants who would finish the training successfully under this Scholarship Project.

Chapter 03: The Topics

Implementation of HR Policies in Star Computer Systems Limited (SCSL)

Our HR Policies cannot anticipate every situation or answer every question about employment. They are not an employment contract and are not intended to create contractual obligations of any kind. Neither the employee nor the company is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time. (Note: "Employment at will" statements are more enforceable in some states than in others. Having this statement cannot hurt, however do not try to apply it if the state in which you are located does not recognize "employment at will".)

In order to retain necessary flexibility in the administration of policies and procedures, the company reserves the right to change, revise, or eliminate any of the policies and/or benefits described in HR Policy of SCSL.

Methodology

The nature of the report is exploratory and descriptive. The required information is collected from the personal observation at Star Computer Systems Limited, conversation with colleagues and the theoretical knowledge that I learned from MBA program.

For any types of report, methodology is very important. Without adopting proper methods, it is difficult to complete report successfully. The optimum outcome of the standard report depends largely on the adopting of the proper methods related to the topics in the field of relevant investigation. When I prepare this report, I followed some methods i.e. practical involving to work, observation method, statistical method, historical method, case study method etc. respectively where it is applicable. The techniques of data collection followed in this report are practical working to the organization, interviewing, questionnaire, uses of documents. I also have taken help from different websites to collect the topic related information.

The report has been prepared based on primary and secondary data. I collected data by the following ways:

1. From the organization manuals
2. Internet
3. By talking with organization's officials time to time
4. Observation method also used to prepare this report
5. Face to face conversations with the workers.

3.1 TYPES OF EMPLOYEES

SCSL employee could be categorized in two broad terms: such as

3.1.1 (a) Managerial Employee: The following designated staffs are considered as top level Management who can take the decisions about the company & Working as Department chief. Managing Director is the chief of the Company. Those designations are :

- i. Managing Director
- ii. Director Human Resource
- iii. Director Technical
- iv. Director Business Development
- v. Director Finance

3.1.1 (b) Supervisory Employees: Under the Management Supervisory employees are in the supervisory role of the team. They are accountable to the Department chief. The following designated are the supervisory employee.

A	Software Division	5	Asst. System Administrator
1	Internee	6	System Administrator & technical contact
2	a) Jr. Software Engineer	7	Sr. System Administrator
	b) Trainee Programmer	8	Project Coordinator
	c) Asst. Database Developer	9	Project Manager
	d) Jr. Software Test Engineer	D	Training & Sales Department
3	a) Software Engineer	1	Internee
	b) Database Developer	2	a) Pre-sales executive
	c) Software Test Engineer		b) Executive (Sales /Marketing)
4	a) Sr. Software Engineer	3	Sr. Executive
	b) Sr. Software Test Engineer	4	Asst. Manager
	c) Sr. Database Developer	5	Deputy Manager
5	a) Analyst Programmer	6	Faculty
	b) Database Administration (DBA)	7	Manager, Training Wing
	c) Team Leader	8	Manager Sales & Training
	d) Manager, Quality Assurance	9	A.G.M. Sales & Training
6	a) System Analyst	10	G.M. Sales & Training

	b) Project Coordinator	E	Accounts & Admin. Department
7	a) Sr. System Analyst	1	Administrative Executive
	b) Sr. Project Coordinator	2	Accounts Executive
8	Project Manager	3	Manager Accounts/Administrative & HR
9	Sr. Project Manager	4	Manager Accounts
10	Program Manager	5	Asst. General Manager
11	Chief Technical Officer (CTO)	6	General Manager
B	Business Development Department	F	Support Staff
1	Internee	1	Admin. Staff
2	Business Development Executive	2	Driver
3	Sr. Business Development Executive	3	Office Cleaner
4	Business Development Manager		
5	Business Analyst		
C	Support & Network Department		
1	Support Engineer		
2	Asst. Network Admin.		
3	Network Admin.		
4	Sr. Network Admin.		

3.1.2 Probationary Employee:

An employee who is provisionally employed on a full time basis against a permanent position is a probationary employee. Such employees will be provisionally employed initially for a period of 6 (six) months.

3.1.3 Permanent Employee:

An employee who has been appointed for a work of permanent nature and who has successfully completed his/her probationary period and had been confirmed is Permanent employee.

3.1.4 Contractual Employee:

Is an individual who is given contract to accomplish a particular task and is paid for the Task. The tenure of contract can be extended/shortened or terminated within the specified time as mentioned in the agreement.

3.1.5 Internship:

Is an individual who is placed as Trainee for 6(six) months or more and will be attached to a region/program/department so that on successful completion of this period and after necessary evaluation, such person can be employed in the organization.

3.2 Increment Policy:

Performance evaluation will be yearly once in two periods one is on July to June & another one is on January to December. Employees who are evaluated ending July to June period will not be part of January to December evaluation period and vice versa. Performance evaluation outcome successfully then Promotion / Increment will be applicable.

3.2.1 Employee Rate of Increment:

Name of Grade	Limit	Rate of Increment
Grade-G	5000.00 to 10,000.00	20%
Grade-F	10,001.00 to 20,000.00	20%
Grade-E	20,001.00 to 30,000.00	15%
Grade-D	30,001.00 to 40,000.00	12.50%
Grade-C	40,001.00 to 50,000.00	10%
Grade-B	50,001.00 to 60,000.00	10%
Grade-A	60,001.00 to Above	10%

3.2.2 Employee Bonus:

Yearly two festival bonuses have given. For permanent employees and provisional employee's bonuses have given as per management decision. (Minimum 25% of basic for provisional employees)

3.2.3 Salary Disbursement:

Employee salary payment paid within 10th date of month.

3.3 WORKING HOUR & WEEKLY HOLIDAYS POLICY

This policy applies to all the Regular Full-time, Probationary employees under the jurisdiction of the Managing Director of Star Computer Systems Ltd.

3.3.1 Working hours:

Office hours are from 9:30 AM - 6:30 PM with One hour for lunch & prayer. However, the starting and ending time can be flexible ONLY if your manager approves. The attendance hours are going to be tracked on a monthly basis. Your salary may be adjusted if you have not fulfilled the required attendance hours for the month.

Sign-in and sign-out is mandatory. Everyone will be using the office Attendance Software

(HRM-Optima™) to Sign-in and sign-out.

Failure to sign-out results in a half-day as earned leave. (So better be careful about it. We really do want you to be sincere about it)

Also you should remember that, without manager's approval, if one leaves earlier, it will be considered as part of one's earning leave.

Please do keep in mind that, this is the standard time, project needs may require you to stay longer.

3.3.2 Holidays:

Every Friday & Saturday will be weekly holiday. Employees are also entitled for rest days during the public holiday as announced by the management. Employees are seldom required to work during public holiday but they should if ask to do so by his/her supervisor and the will be compensated accordingly.

3.4 LEAVE BENEFITS POLICY

This policy applies to all the Regular Full-time, Probationary or Contract employees under the jurisdiction of the Managing Director of Star Computer Systems Ltd.

This policy includes Earned Leave, Sick Leave, Maternity Leave, Paternity Leave, Marriage Leave, Compensatory Leave, and Leave without Pay & Absence without Official Permission. It does not encompass Weekly Holidays, Rest Days or Festival or Public Holidays. For the purpose of leave computation, the Leave year will begin January 1st and end December 31st each year.

3.4. (a) IMPLEMENTATION:

3.4.1 EARNED LEAVE:

All regular employees will accrue Earned Leave at the rate described below

#	Service Period	Earned Leave	Sick Leave	Total Leave
1.	0 to 2 years	15	5	20
2.	2 to 4 years	18	5	23
3.	4 to 6 year	20	6	26
4.	6 + years	22	7	29

- Maternity Leave Total 6 months
- Paternity Leave Total 7 days
- Marriage Leave Total 7 days

3.4. (b) Some rules relating the Earned Leave issue:

- One can carry forward only 50% of the earned leave of the current year. One has to plan one's yearly leave in advance with their supervisor accordingly to avail the earned leave.
 - Earned leave can only be carried forward for one year. At the end of that year that leaves, if not taken, is no longer applicable.
 - Encashment of Earned leave will be discouraged and Supervisors will be encouraged to plan their subordinates' annual leave accordingly. But in unfeasible situations encashment will be permitted of their forwarded Earned leave only.
 - 50% of the salary will be considered as the basis of earned leave for encashment purposes.
 - In case of a day's leave, one should inform one's supervisor about their availing their leave at least a week ahead. Exception might be considered but not recommended.
 - In case of leave of consecutive days, one should inform their supervisors a month ahead.
-
- Every employee shall make an Earned Leave schedule at the beginning of half of the year & submit this to HRD. This will help the company or a department to plan their manpower accordingly. The company, in extreme situations such as emergency or exigency of work, may recall the employee from his/her earned leave. The company reserves the right to adjust, alter or disapprove the leave request when work requirements demand it.
 - Earned leave will be effective after confirmation of service.
 - It is the general policy of the company to allow annual leave to employees for rest & recuperation and to provide periods of time off work for personal and emergency purposes. However, leave applications must be approved in advance at least 7 days or one month (Whichever is required) before the planned vacation except in an emergency in which case the supervisor or the Department Head must be notified, generally, within the first hour of a working day.
 - The rate of payment will be 50% of the salary employee received for which he/she earned his/her leave.
 - Management, only in case of exigencies of service may request an employee who is on earned leave to resume duty. Leave scheduling should pre-empt this problem in advance whenever possible.

3.4.2 SICK LEAVE:

All regular employees accrue Sick Leave accordingly days per year. Sick leave cannot be carried on to next year.

- Probationary employees shall accumulate sick leave credits during the probationary period but may avail, if not for emergency medical reasons, only upon conversion to regular status.
- **Sick Call:** When an employee is unable to report for duty due to illness or injury, he/she is required (if physically unable, then by any member of his family or a friend) to inform his supervisor, Department Head or HRD by telephone or through a messenger or a personal note within or before the first hour of his/her work schedule.
- **Illness while at work:** If an employee becomes ill during work hours, he is required to inform her/his supervisor immediately. The employee by him/herself or her/his supervisor may advise the employee to go on sick leave in which case the sick leave form shall be accomplished and forwarded for necessary approvals. If an employee leaves office because of sick leave before 1.00 P.M, he/she will be counted as a present employee. If it is less than 1.00 P.M, he/she will be counted as an absent employee.

- ✓ Sick Leave may be granted for the following:

3.4.2.1 Inability to work due to sickness, medical or optical examination or treatment.

3.4.2.2 An employee is exposed to a contagious disease which is subject to quarantine that might jeopardize the health of other co-workers. To this effect, an employee is required to obtain A Medical Officer's certification and a leave form must be completed and approval obtained. NB: Sick leave, except in this case, may not be used in connection with care of a family member or to obtain medical examination or treatment of a family member. Absences such as these are chargeable to Earned Leave or in the absence of such leave, Leave without Pay (LWOP).

3.4.2.3 Abuse of sick leave is subject to disciplinary action.

3.4.3 MATERNITY LEAVE:

- ✓ A female employee who has completed a minimum of 9 months of service shall be entitled to Maternity Leave with full wages for the period 6 months immediately preceding and including the day of delivery and immediately following date of delivery. Leave of any other kind may be granted in continuation of maternity leave.
- ✓ A female employee should serve the company for at least a year to be eligible for the Maternity Leave benefits.
- ✓ Maternity Leave is granted only twice during the entire period of service of an employee.
- ✓ The interval between the first and the next (last) maternity leave should be at least 24 months.
- ✓ The period of maternity leave may cover both prenatal and postnatal period.
- ✓ Maternity leave is not cashable.

3.4.4 PATERNITY LEAVE:

3.5 Male employee whose wife is pregnant are entitled to 07 (Seven) days leave, after giving advance notice to the respective reporting person of his intention to take leave.

3.4.5 MARRIAGE LEAVE:

3.6 Confirmed employees are granted marriage leave of 7 (Seven) days continuous days excluding weekly & national holidays. Employees have to give at least one month early notice to avail the leave.

3.4.6 LEAVE WITHOUT PAY (LWP):

- ✓ LWP is a voluntary absence from duty and pay status for a specific period. The approval of LWP is a matter of administrative discretion and is granted when it is in the best interest of the Company or to protect or improve the employee's health or to fulfill a parental or familial responsibility, etc.
- ✓ Use of LWP will delay anniversary date by the number of days of LWP. This means that events like promotion, annual increments, benefits & entitlements, etc. may be delayed.
- ✓ Holidays that fall within a period of LWP will be charged as LWP.
- ✓ Procedures for requesting LWP: LWP must be requested in writing by the employee well in advance not less than a month through his/her Department Head and must be approved by the HRD Director or his designate.
- ✓ Request for LWP will be examined carefully to assure that the needs of the employee are sufficient to overcome the inconvenience to the company.
- ✓ LWP may not exceed one month a year.

3.4.7 ABSENCE WITHOUT OFFICIAL PERMISSION (AWOP) :

When an employee is absent from duty without authorization other than on sick leave or emergency earned leave or other excused absences, the absence will be charged as AWOP and pay will be forfeited for the entire period of such absence.

- ✓ On return to duty, the employee must provide a satisfactory written explanation to the Director HRD or his designate through his/her Department Head. If satisfied he/she may be allowed earned leave, sick leave, casual leave or LWP as the case deemed appropriate.
- ✓ All absences without official permission are subject to disciplinary action that includes oral admonishment, written reprimand suspension from work, and dismissal. The management will dispense such cases accordingly. All AWOPs will be recorded, and be cumulative, and disciplinary actions will be taken accordingly. The disciplinary action will be taken in the following manner:

3.4.7(a) AWOP for 1 day Oral Admonishment.

3.4.7(b) AWOP for 2-3 days has written Reprimand.

3.4.7© AWOP for 4-6 days Suspension form work.

3.4.8(d) AWOP for 7-10 days Dismissal

3.5 TRAVEL & DARENESS ALLOWANCE

3.5.1 Travel within Dhaka: No per diem shall be given for travel within Dhaka. (For employees recruited and based outside of Dhaka, will also not receive any per diem if the travel is within the city they are based in)

Travel Outside of Dhaka (or the city the employee is based in):

Grade	Per Diem	Hotel/Lodging	Transportation (If official transportation is unavailable)
A, B	1000.00	A.C.	A.C.
C, D	700.00	Non A.C. (1 st Class)	Non A.C. (1 st Class)
E, F	500.00	Non A.C. (2 nd Class)	Non A.C. (2 nd Class)
G	400.00	General	General

3.5.2 Travel to Foreign countries:

Travel allowance and per diem shall be granted for travel abroad and be approved on a case to case basis in accordance with the country of destination and as per approved itinerary.

Transportation hotel/lodging expenses shall be paid according to its actual cost but allowances given for these expenditures must be liquidated and documents provided to support the expenses/reimbursement claim.

3.6 TARDINESS & PUNCTUALITY

This policy applies to all Regular Full-time, Probationary, Contract, Part-time employees under the jurisdiction of the Managing Director of Star Computer Systems Ltd.

- ✓ **Punctuality:** The Company expects that all employees report for work in time as part of the work procedures to instill discipline. The company attaches great importance to punctuality and the correct observance of work schedule in order for it to operate at its optimum level. Employees that are not required to record time of entry and exit are expected to be role models in punctuality.
- ✓ **Tardiness:** Tardiness is defined as arrival at the workplace later than the prescribed work schedule. Habitual tardiness is subject to disciplinary action and/or is deductible from salary starting from official entry time to employee's time in. Tardiness caused by unforeseen events like Hartals, political unrest, natural calamities etc. that prevent employees from reporting on time, will be considered case to case basis, and may be excused from penalties by the Director HRD or her

designate. Tardiness due to difficulty of securing transport is not excusable. Habitual tardiness shall be penalized as described: For this purpose a month period shall be considered:

1 – 15 times	Oral Reprimand
16 – 45 times	Oral Reprimand plus salary deduction 3:1 day basis
45 – Over	Written Reprimand plus salary deduction 3:1 day basis

- ✓ Supervisors can allow his/her subordinates to attend office outside the allowed timeline for specific reasons. But it should be informed through mail to the HRD department with mentioning the reason for it so that it is recorded and late marks are deducted.
- ✓ Supervisors & Department Managers shall monitor tardiness of employees. Tardiness and all disciplinary measures, as listed above, must be documented. All infractions will be cumulative & penalties will be taken accordingly. Supervisors or Managers shall refer to HRD for disciplinary measures. Habitual tardiness shall have negative impact on promotion, performance bonus, & transfer to higher-grade position. HRD shall monitor and maintain tardiness & punctuality records of employees for

3.7 ATTENDANCE & ABSENTEEISM

This policy applies to all Regular Full-time, Probationary, Contract, Part-time, employees under the jurisdiction of the Managing Director of Star Computer Systems Ltd.

- An employee who signs an employment contract is presumed to have bound himself to work regularly just as the company commits itself to pay him regularly. This way company can run its operations efficiently & effectively.
- An employee who does not report for duty on time shall be considered absent, unless his/her leave has been approved earlier, except emergency or sick. She/he shall be considered Absence without Official Permission (AWOP) and pay shall be forfeited for the entire period of such absence. AWOP is subject to Disciplinary Actions.
- All Employees must attend to job during working hours. Un-approved and/or habitual absence from job during working hours is subject to disciplinary actions.

3.8 PROVIDENT FUND:

This policy applies to all Regular Full-time, employees under the jurisdiction of the PF Trusty Board of Star Computer Systems Limited.

- Could not find proper information. It's may be 2%.

3.9 Disciplinary Action Policy:

3.9.1 Oral warning:

A verbal warning is an opportunity to clear up the problem and set the worker on the right track. The supervisor manager should have a full discussion with the employee before giving the warning to ensure that the employee has the opportunity to respond or to give additional information.

When giving a verbal warning to an employee, it is important to discuss the issue in private. Discussing the problem in front of co-workers can cause embarrassment and resentment.

3.9.2 Counseling:

If the employee does not take warning seriously that time the HR management will counsel the employee and know what the problems are. A written document will be prepared on a short note of the step 1 meeting. All counseling conversations should be recorded and the HR management and employee will have to sign the document. These documents records are attaching.

3.9.3 Written warning:

If an oral warning is given and counseling has been done, but yet the problem performance or behavior persists, a written warning may be effective. A formal warning letter informs an employee of the reasons why his or her behavior is unacceptable and, if it continues, may lead to the termination of the employee's employment. These documents records are attaching.

First Written warning

Second Written Warning

Third written warning (Temporary suspension)

3.9.4 Temporary suspension:

Suspension typically prevents work for a number of working days and from his or her post, as specified in the letter, and pay is docked accordingly. Length of a suspension without pay will be influenced by policy or contract requirements. Depending on the issues the time period of the suspension is decided. It may be from 3 to 6 months.

3.9.5 Investigation:

There is an investigation committee in all companies. After discussing the situation with the supervisor, if HR feels that the alleged misconduct cannot be resolved informally, and then the alleged misconduct will be formally investigate. The investigation committee investigates the work and behavior of the employee. They make a written report on it and send to the authorities. Then depending on it and after judging the report the authority takes decision about the employee according to the acts of the company.

3.9.6 Salary reduction:

After taking the above mentioned steps if the employee still carries on everything his salary is reduced according to the decision of the authority. This alternative is normally used when you do not wish to remove the employee from the work site, but serious discipline is appropriate.

3.10 IT POLICY:

Assets this policy is a guide to acceptable use of Star Computer Systems Ltd. IT including but not limited to PC, Laptop, Internet, Intranet and IT Equipments owned or leased by the company. Inappropriate use exposes SCSL to risks including virus attacks, compromise of Network System and Services, and legal issues.

3.10.1. Use of IT Equipment

- ✓ SCSL will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of SCSL unless it is approved for a job that specifically requires use of Company equipment outside the physical facility.
- ✓ In case of any damage of IT equipment (i.e Keyboard/Mouse/Headset/CPU / Monitor) which may be due to ignorance./ negligence/intentional, (i.e. pc damaged by spilling of food, drink , etc.) o any other cause, the user will be responsible for the **cost of repair or replacement.**

3.10.2. Account and Password Usage Guidelines

- ✓ Users will have valid, authorized accounts and will only use the computing resources for which they are specifically authorized
- ✓ Users are required to take reasonable steps to ensure the security of their accounts
- ✓ Users may not try in any way to obtain a password for another user's account.
- ✓ Users should not permit other individuals' access to their accounts or other user accounts i.e users should not share your password with others
- ✓ If any user at any time realizes that his/her password has been shared, he/she should immediately change the password
- ✓ Users' authorization to use a facility is not transferable to others
- ✓ When the pc is not in use, users must lock that.

3.10.3. Uses of Computer and Email

- ✓ SCSL property, including computers, electronic mail, and voice mail, should be used only conducting company's business purposes.

3.10.4 Use of Internet

- ✓ Internet usage is granted for the sole purpose of supporting business activities necessary to carry out job functions. All users must follow the corporate principles regarding internet resource usage and exercise good judgment in using the internet.
- ✓ Access to the internet is provided for business and learning purposes only therefore, users should not make inappropriate use of their access to the internet. However, misuse of this facility can have a negative impact upon employee productivity and the reputation of the business.

3.10.5 Rules of Storing File in File Server

- ✓ SCSL have a file server to cater the requirements of storing the confidential, restricted data. The users can see the networks drives like department drive (O), common drive (D) and the home drive as (E).
- ✓ User will be allowed to access to files and folders in file server according to the job responsibility after getting the approval from supervisor and departmental head.
- ✓ Disk space limit will be set for each division folder and user's home folder (say, for home folder we set 10GB).
- ✓ User's home folder (H :) and departmental folders will only can for official documents. No personal documents can store in file server from PC/ Laptop.
- ✓ Any kind of multimedia and image files (mp2, mp3, mpeg, mpg, wav, rm, vob or jpeg, jpg, bmp, tiff, psd etc.) are strictly prohibited to copy in file server unless that files are related to company business.
- ✓ File server will be scanned periodically in every month for data housekeeping disk maintenance and virus search purposes. If found any file that is not related to company affairs or virus infected, will be deleted permanently without informing the owner. These deleted files will not be available at any time to restore.
- ✓ Users are advised NOT to run any kind of executable file from file server.
- ✓ Storing of inappropriate files should be prohibited including those which are obnoxious or offensive to others on the grounds of race, religion or gender.
- ✓ Photographic, video, audio or other recording equipment, such as cameras in mobile devices, shall not be allowed in restricted areas, unless authorized by the written/ email approval from the Head of the Department/ Supervisor.
- ✓ Users are not allowed to bring the personal Laptop/ netbook/ any other smart device in restricted areas without the prior written/ email approval from the Head of Department/ Supervisor.

- ✓ Copying confidential Company Business Information into unencrypted storage media such as CD or USB Storage Drive is prohibited. Any such copy should have prior approval from business manager & IT head and should be done only from the data centre.
- ✓ IT Service Desk will not take back up of folders named as 'Personal' or 'Private' stored into user PC's local drive while troubleshooting user PC in IT Service Desk Lab unless explicitly specified by the user.
- ✓ Head of concerned department or HR is responsible to notify IT immediately as soon as a user no longer requires access to Company IT resources e.g. in case of Resignation, Job Termination etc.
- ✓ Accessibility to any network folder is given against a mail from HOD/concerned to the System Administrator. The mail is preserved for future reference.

3.10.6 IT Equipment Movement Rules:

- ✓ IT assets are controlled and monitored by the IT department of Star Computer Systems Ltd. and therefore a proper procedure is maintained for any movement of IT assets so that the asset register is always updated.
- ✓ In case of any IT equipment Movement/ Handover, users have to notify IT department so that the IT Department can plan accordingly and accommodate the movement.
- ✓ If any IT equipment Movement/ Handover takes place without prior notice to the IT Department, the equipment's will not be serviced any more by the IT department until the associated formalities are completed by filling-up appropriate papers.
- ✓ To enable IT to accommodate SCSL business needs; each department has to inform the functional IT managers regarding their upcoming IT Hardware/ Software needs during the company plan period.
- ✓ IT End-users are not authorized to remove SCSL asset tag from any IT Asset e.g. Desktop, Laptop, Headphone, Printer, Scanner etc.

3.10.7 Discharge:

- ❖ Even if after all the warnings and actions taken against the employee, and he or she does not change his or her misconducts then the final step is to be taken. The employee has to be discharged from all his or her duties and responsibilities. Investigation committee report gives HR the authority to discharge the employee.

3.10.8 Dismissal:

- ❖ Dismissal is the ultimate disciplinary action, normally used when other methods employed to correct performance or behavioral problems have not been successful. When the company fails to make the employee work accordingly after all the process and everything properly clears then organization totally terminated for employee permanently in his/her job.

Chapter 04 Findings of the study

Current and future human resource needs of the department are identified and integrated into the planning process. Human resource planning is aligned with strategic and business planning.

My thinking is that first generation of integrated business and human resource plans were little more than a human resource plan attached to a corporate business plan. Over time, that evolved into a more integrated approach to planning giving consideration to human resource needs required to meet strategic objectives. SCSL has recently developed templates for use in human resource planning to ensure consistency in human resource plans in head office. As experience is gained in this area, the planning is becoming more and more integrated and moving towards more mature software & IT product.

SCSL should review its existing human resource policies to ensure completeness and relevance to the department's current context; ensure widespread communication and understanding of human resource policies; regularly monitor compliance to human resource policies; and update human resources policies on an ongoing basis.

SCSL always recommend training for its employees because they want to develop the employee's skills and capacity so that they like to work in a learning environment. It will help the organization to retain its talents for long time.

4.1 SWOT Analysis of SCSL

SCSL Strength

Organization Strengths as skills and capabilities that enable an organization to convince of implement its strategies. Here I discuss strengths of Star Computer Systems Limited.

These are given bellow:

- ❖ SCSL has a huge experience for software & IT business.
- ❖ Capable of using modern tools & other device
- ❖ Dedicated & Competent workforce
- ❖ Focus on continuous improvement
- ❖ Proactive planning
- ❖ Latest machinery & technology
- ❖ Infra-structure & office environment

SCSL Weakness

Organizational weaknesses are skills and capabilities that do not enable an organization to choose and important strategies that support its missions. Weaknesses of SCSL are given bellow:

- ❖ Every employee has to work different project & existing customer support for which they miss project deadline
- ❖ Employee turnover exists because of multi task and work pressure
- ❖ Junior employee turnover exists because of abuse, miss behave.

SCSL Opportunity

Organizational opportunity is areas in the environment that, if exploited, may generate higher performance. Opportunities of SCSL are given bellow:

- ❖ There are bright opportunities for the Company in the technology market. If it can communicate well and capture a significant market portion in the national & international market, it can possible to contribute a large scale of national economy.
- ❖ This corporate Head office is situated Green Road renowned as a commercial area and this area could be an opportunity for this organization.
- ❖ Their own office space & infrastructure could be a great opportunity.
- ❖ They get a huge financial support from Hi-Tech Park & IDB.

SCSL Threats

Organizational threats increase the difficulty of an organization performing at a higher level. Threats of SCSL are given bellow:

- ❖ Because of Globalization, competitors are increasing rapidly worldwide
- ❖ Multi task & high employee turnover rate
- ❖ New skills demand for existing employee.
- ❖ Economic recession is occurred all over the world. It can be a threat for Software Company like SCSL.

4.2 HR POLICY COMPARISON

HR Policy			
S/L		SCSL	Bangladesh Labour Law
1	Probation Period	6 months	6 months
2	Appraisal for Annual Increment	Performance of a permanent employee shall be evaluated once in a year.	√
3	Working Hour/week	48Hrs	45Hrs
4	Break time	1 Hrs/day lunch & prayer Break	1 Hrs/8 hrs
5	Weekly Off	1 Days	Minimum 1 Day/ one & half Day
6	Festival Bonus	2 festival bonus 100% basic Salary	√
7	Earn Leave/annual	minimum 15 days:(0-2 Yrs)=15 days,2-4 yrs=18 days,4-6yrs=20days,6+yrs=22 days	18 actual working days=1 Day
8	Earn Leave Encashment	According to labor law	√
9	Earn Leave Carry Forward	According to labor law	√
10	Sick Leave	Minimum 5 days:(0-4 Yrs)=5 days,4-6 yrs=6 days,6+yrs=7 days	Every employee shall be entitled to fourteen (14) days' sick leave on average pay in a year.
11	General Policy for Health & Safety:	Need to be add in HR policy	
12	Casual Leave	Not applicable	Minimum 10 Days****Every employee shall be entitled to Casual Leave with full wages for ten (10) days in a year.
13	Gratuity	Not applicable	An employee who has completed at least one year of service with the company shall be entitled to get gratuity.
14	Overtime	No fixed time;	Daily overtime shall not exceed 2 hours. Weekly working hours of an employee including overtime shall not exceed 56 hours.
15	Provident Fund	2%	Minimum 7 %; 7% of basic salary of an employee shall be deducted from his monthly salary as contribution to PF and the same amount shall also be contributed by the company.
16	Notice Period	Permanent 1 Months, Contractual 15 Days	Permanent 1 Months, Contractual 15 Days

Chapter 05 Recommendation and Conclusion

5.1 Recommendation

By SCSL not fully monitoring progress on human resource plans against business objectives, the plans become an attachment to the business plan that is really just a stand-alone document. SCSL has not yet evolved its integrated planning to its greatest usefulness and potential. The results of the plan fail to inform the next year plan, and the usefulness of the plan in decision-making is limited. The lack of consideration to progress reporting requirements underlines the fact that the usefulness of the process is not being maximized. Formalization of planning and reporting processes so that each region is following the same format would allow for easy roll up and enhance usefulness.

Recommendation #1: SCSL should consider developing a multi-year integrated business and human resource plan for the department that is adjusted annually to reflect the priorities of the current year.

Recommendation #2: SCSL should consider risk-ranking human resource gaps as a means of setting priorities given limited resources and to maximize results.

Recommendation #3: SCSL should formalize and standardize the performance reporting process on human resource plans in order that the results can inform subsequent plans or drive mid-year course corrections where warranted.

Recommendation #4: SCSL should properly maintain all of the processes which defined in CMMi level3 project. If they successfully complete this project, SCSL will more capable to achieve their task.

Recommendation #5: SCSL should focus on planning, recruitment, selection process due to developing HR business plan. In developing a departmental HR plan, SCSL has given consideration to the priorities of the department and the priorities of the top management business goal.

Recommendation #6: When management establishes targets in their human resource plan, management should ensure that strategies are established to achieve those targets. Their directive strategies should be changed to reduce employee turnover & retain talent for the long term.

Recommendations #7: Due to multi-tasking & failure of proper manpower forecasting employee could not manage their work in due time. So when need of training, meeting or group discussion, they could not find much time as well as team interaction is not maintained properly. When Jr. Engineer need to talk Project Manager or team leader, they does not always give their time efficiently so junior`s assigned task could not completed within time period. SCSL salesperson should ensure that all sales staff completes their product training before serving customers.

5.2 Conclusion

Human resource policies are systems of codified decisions, established by an organization, to support administrative personnel functions, performance management, employee relations and resource planning.

Bangladesh is a regenerative country, which is growing, making its presence in the global forum. Moreover it is one of the countries that are looked upon as the next growth centre. So let us be conscious about the fact that there is a regenerative Bangladesh, creative Bangladesh, path breaking Bangladesh. Hopefully IT sector is the next opportunity for Bangladesh.

To implementation of HR policy, SCSL don't need more cost rather they can create a good image among their valued customer for which their future sales will increase, frequency of unmet demands will be decreased, product quality & service will be increased and increased potentiality of new customer, new business scope for software products & services. Most of all satisfaction level of customers may get increased so that SCSL can achieve their ultimate business goal.

Star Computer Systems Limited is doing well in IT sector in Bangladesh. SCSL has a depth of resources especially who is leading the organization. So if they want to achieve the goal, they need to ensure the proper learning for the each and every employee. I hope SCSL's skilled and efficient employees will make sure all success for the organization for the long run.

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