BRAC UNIVERSITY

Inspiring Excellence

Internship report on

Human resource management
KAZ Software

To,

Riyasad Admad

Assistant Professor and Coordinator, EMBA Program (Internship Supervisor)

BRAC Business School
BRAC University

Subject: Submission of Internship Report

Dear Sir,

It gives me enormous pleasure to submit the internship report on "**Human resource structure" for Kaz Software** as per your instruction. I expect this report to be informative as well as comprehensive.

Working in Kaz Software was an inspiring experience for me. I feel the immense knowledge and experience will facilitate me a lot in my future career life. With my limited knowledge, I have tried my level best to prepare the report worthwhile.

Your acceptance and appreciation would surely inspire me. For any further explanations about the report, I will be gladly available to clarify the ins and outs.

Sincerely yours
Shihabul Islam Shajib
Id: 15 16 40 18
MBA
BRAC University

ACKNOWLEDGEMENT

Table of Content

Executive Summery

KAZ Software is one of the biggest IT firm in Bangladesh, commenced its operations

From mid-2004 and has since been able to establish one of the largest networks of satisfied customers in various countries. KAZ Software offers all kinds of Commercial Corporate and Personal web based services include software solutions. KAZ Software is one of the IT firm which facilitate all kind of facilities that an IT firm offers. It is working locally as well as internationally. Customers are very important for every business. IT firm in Bangladesh has grown significantly as "service-industry" overtime. My report is based on HR strategies of KAZ Software. In this report I tried to lift up a general condition of HR strategy of KAZ Software as IT firm promised and delivered to the customers. The first part of the report contains information of the organization itself, the products and services that IT firm is providing to the customer and vision for the future. The second part of the report contains the nature of job, my duties and responsibilities towards the job and some suggestions how they can improve their HR strategy. The third part contains the project part that I was involved in my internship. In this part I have discussed about HR strategy of KAZ Software, employee's behavior and cooperation to the customer.

The last part contains the concluding part. Before drawing any conclusion based on this report it may be noted that there might be lack in data, but still it may be useful for designing any further study.

Part A
KAZ Software

About Kaz Software

Kaz Software Limited is an IT solutions provider which was founded in 2004, to provide advanced software development and total IT support solutions and consultancy services to the clients in Bangladesh and abroad. Its technical assistance and consultancy services range from one-man missions to full-fledged multi-skilled team while the project period may vary from a few days to several years for detailed investigation and design, implementation supervision, support and maintenance services.

Kaz Software brings together a team of talented professionals to help companies build better software faster. We have technical expertise in a broad range of fields, starting from web enabled services to hardware device drivers. We value the professionalism of our team members and put special emphasis on assembling the best available resources. This gives us the ability to offer end to end services to our client's IT requirements with a proven track record of predictability and quality.

Kaz works mainly as a development partner for lean and agile software businesses and also as systems and IT support for large organizations. We differentiate ourselves from the outsourcing giants by delivering more personalized services at a reasonable price. We are also able to combine business and technology skills under one roof, and are flexible in offering either a single line of service, or a mix, as needed. Clients are usually served by their own project manager, and by named individuals on a team. On the other hand, the size and scale of Kaz allows for holiday cover and access to specialized skill sets where appropriate.

Kaz thus delivers significant value to its partners with its flexible model, depth of resources and breadth of skills. Kaz has well established partner relationships with firms doing data entry, GIS and document capture work to provide a full service offering in data transformation. The Kaz technical team represents about 13 years of software development and systems support and professional experience spread amongst 58 people.

Organizational Structure

The Board of Directors, by provision of the memorandum of articles and memorandum of association, held the responsibility and control of the management and running of all the affairs of the Company. Chairman is the chief executive of the company who is nominated by the board of directors.

The operations is run with the structure that Chief Technical Officer (CTO) is the head of the organization to whom Head of Administration, Head of Finance and the Project managers for individual software projects report.

Software projects are led by the Project Manager and under him/her is the hierarchy of Technical Lead, Senior Software Engineer, Software Engineers and Associate Software Engineers.

Employees

Roles	No.
Technical (Development/Systems)	39
Designer (front end developers)	3
Research (content specialists)	8
Administration	6
Finance	2
Total	**58**

Educational Qualification

Qualification	Number
MPhil/MSc	11
BSc	27

Facilities and equipment

Name	Quantity
Floor-space	1500 sq. m
Workstations	80+
Servers	22
Cloud/VM nodes	50+
Power Backup	Generator, IPS and online UPS on all workstation
Internet	10 Mbps full duplex dedicated connection with redundant fiber optic connection. Backup 1 Mbps wimax support.

Corporate Profile

Year of Establishment	:	2004
Year of Registration with Joint Stock Companies	:	2005
Mailing Address	:	28/1 Eskaton Garden, Ramna, Dhaka-1000
Tel	:	+880-2-9355027
E-mail	:	info@kaz.com.bd
Website	:	www.kaz.com.bd
Type of Organization	:	Private Limited Company
Company Registration Nr.	:	E-59824(1831)/05
Name of Banker	:	Standard Chartered Bank Limited, Dhaka, Bangladesh
TIN No.	:	563867282137
Trade License No.	:	0100240
BASIS Membership	:	G248

Services

Ideation, Graphics and Interaction design

Kaz software's design teams help their clients through the digital design and strategy maze.

They work through the early stages of a project with their clients. Starting with brainstorming ideas to shape a vision, they help their clients with mockups, demos and presentation to express their idea.

When they are ready to make that vision a reality Kaz software work out the details - drawing and re-drawing ideas into real software interfaces. Kaz software can produce each and every element of the graphical interface or Kaz software can collaborate with external design teams to bring disparate elements together to tell a single story.

But interaction design is their passion. It is one place Kaz software never compromise. There is only one option for software interfaces: simple. Over the years Kaz software have become very good at this art of making the complex simple.

Software development:

Kaz software software teams help their customers build customized software - everything from web to desktop to enterprise to mobile and beyond.

Kaz software hire only the best. Their culture helps them retain their talents and their skill development programs ensure that they are always on the top of recent developments. Whether they are in, mobile application development or building web apps or custom desktop tools, Kaz software's clients get top professionals working for them,

Kaz software has been building software for various industries since 2004. They have worked with many technology platforms and have collaborated with many teams over these years.

Kaz software's clients get a team of their own – it is as simple as that. There is no red tape – the team adapts to the working process of the client and are there as one of their own.

Kaz software's dev center is based in Bangladesh and our costs are typically less than 30% of similar service costs in the West.

Industry Experience

- Tax and accounting

- Publishing

- International Trade

- eCommerce & Auctions

- Social Network

- Entertainment

- Mobile Applications

- Engineering

Development Skills and Experience

Kaz software has wide experience both in development platforms and business domains.

Kaz software don't specialize in particular technologies, but they are definitely proficient and experienced with a wide array of tools and systems. Every product is unique and they try to fit the right team with the right skills for that particular product. Kaz software's teams have worked on web applications, created desktop applications and built numerous mobile apps.

Some of the things Kaz Software has built:

- Social app with localization

- Large financial content portal

- Desktop based tax optimization tool

- Corporate data management application

- Document repository

- Database driven file system

- Content rich web application

- LDAP management tool

- iPhone/Android/Windows mobile applications

- Online holiday management tool

- Location content service

- Location based social app platform

- Flex based visio like diagramming tool

- Desktop based diagramming and layouting tool.

- Symbian application

- VoIP billing solution

- Mobile content solution

- Stock trading portal

- International trade research and management tool
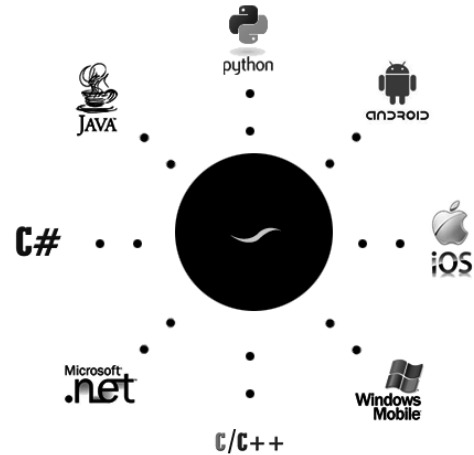
Tools and Frameworks:

1. .NET & MICROSOFT WORLD

   - WCF
   - WPF
   - Silverlight
   - LINQ
   - LINQ To SQL
   - ADO.NET Entity Framework
   - ASP.NET MVC
   - Microsoft Enterprise Library
   - PRISM
   - MEF/Unity
   - Nhibernate
   - Sprint.Net
   - Sorry
   - Spring.net
   - Sharepoint

2. PYTHON WORLD

   - Django
   - South
   - Celery
   - Tornado
   - THIRD PARTY FRAMEWORKS
   - Selenium Webdriver
   - Various PDF frameworks
   - Various control libraries
   - OCR SDKs
   - CrystalReports

3. JAVA WORLD

   - JSP
   - JSF
   - JPA
   - Hibernate
   - CDI
   - JAX-RS
   - RESTEasy

- Spring
- Seam
- Maven
- GWT
- Wicket

4. SERVERS ETC.

- JBoss AS
- Tomcat
- Nginx
- IIS
- Endeca

5. CLOUD

- Amazon AWS
- S3
- Rackspace
- Heroku
- Windows Azure

6. DATABASE AND NOSQL

- MS SQL Server
- MySQL
- MongoDB
- Couchbase
- Neo4j

7. JAVASCRIPT UNIVERSE

- jQuery
- jQuery UI
- Node.js
- AngularJS
- Ext JS
- Knockout.js
- RequireJS
- jQuery Mobile

8. WORLD OF WEB

- Html 5
- CSS 2
- CSS 3

9. THE XML GANG

- XSLT
- XPath
- XSL-FO

10. MOBILE SPACE

- Objective-C
- Cocoa
- Cocos2d
- Titanium
- Phonegap
- jQuery Mobile
- HTML5
- Android
- Windows Mobile

Software quality Assurance

Great design and development goes nowhere without great quality. Kaz software's integrated quality assurance approach incorporates aspects of agile and lean development with the stability and reliability of traditional SQA process.

Kaz software believe software quality assurance is only possible with a mixed set of procedures which should involve all members of the team collaborating with a dedicated team of SQA professionals.

Areas of Expertise:

Because of their involvement with all kinds of projects our SQA teams are exposed to a variety of technology and business domains. This helps them to provide unique resources bringing in skills, experience and ideas from very different sectors.

1. **PRODUCT TESTING**

   - Variety of web applications
   - eCommerce applications
   - Social and location based tools
   - Financial calculations tools
   - Visio like drawing tools.
   - Desktop tools
   - Device drivers
   - Mobile applications
   - Face book integration

2. **PERFORMANCE AND LOAD**

   - High traffic eCommerce applications
   - Optimization algorithms
   - Web service interface loading
   - Numerical data heavy applications
   - Large database search
   - Large XML based content search

3. **CONTENT VALIDATION**

   - International trade documentation
   - Transfer pricing rules
   - Government regulations classification
   - News creation and maintenance
   - Rates and other numerical data
   - Financial calculation

Kaz Softwar's super-secret agile SQA recipe

- MICRO TESTS AT THE DEVELOPER'S DESK

- INTEGRATION TESTS AT THE SQA DESK

- UAT AT THE USER'S DESK

- REGRESSION AT THE AUTOMATION SERVER

- EVERYDAY

Data, Content and Research

Once the software is done, content is king. Kaz software understand this need and help their customers building up their content. Their research teams have researched, compiled and maintained content in diverse fields and for a variety of applications.
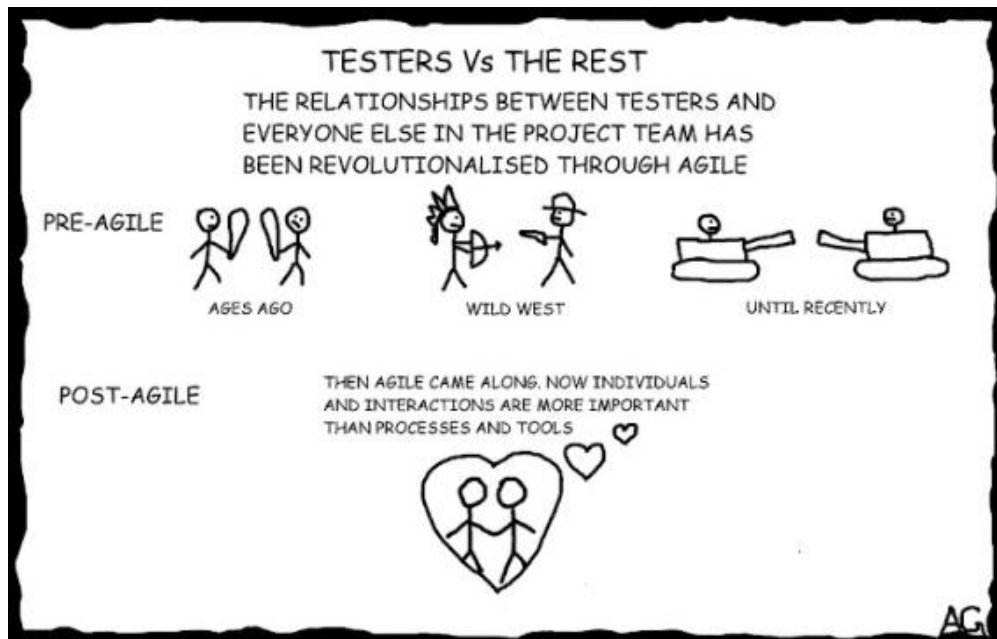
Kaz software's Offerings:

The research team is supported by their data specialists who leverage technology to optimize data gathering and ensure that the data is stored and managed efficiently. The data team is also key for our services for sifting, extracting and adapting data from various sources and making that usable for the software teams to show within the product.

1. **RESEARCH**

   - Research and compile information

   - Categorize existing content

   - Meta tag content

   - Search and collect publicly available documents

   - Professional domain based translation of information

   - Statistical and economic analysis

   - News gathering and summarizing

2. **CREATE AND MAINTAIN**

   - Write, edit, proof read content

   - Maintain content in blogs, CMS or other systems

   - Translate existing content

   - Create and maintain structured content like spreadsheets

   - Maintain newsletters/news services

3. **DATA SERVICES**

- Transformation of existing data to and from various formats such as csv, xml, etc.

- Extracting data from unstructured or structured sources

- "Cleaning" data by removing errors, unwanted information etc.

- Storage solutions - Databases, XML, flat file

Kaz Software's Works

1. **Location Based Conversations Application**

   Web application built as a prototype for VC funding round.

   Users can select locations and converse with others in that location. Businesses and organizations in that location can broadcast messages and advertise in context of the conversation topic.

   What Kaz software did: Ideation, design and develop.

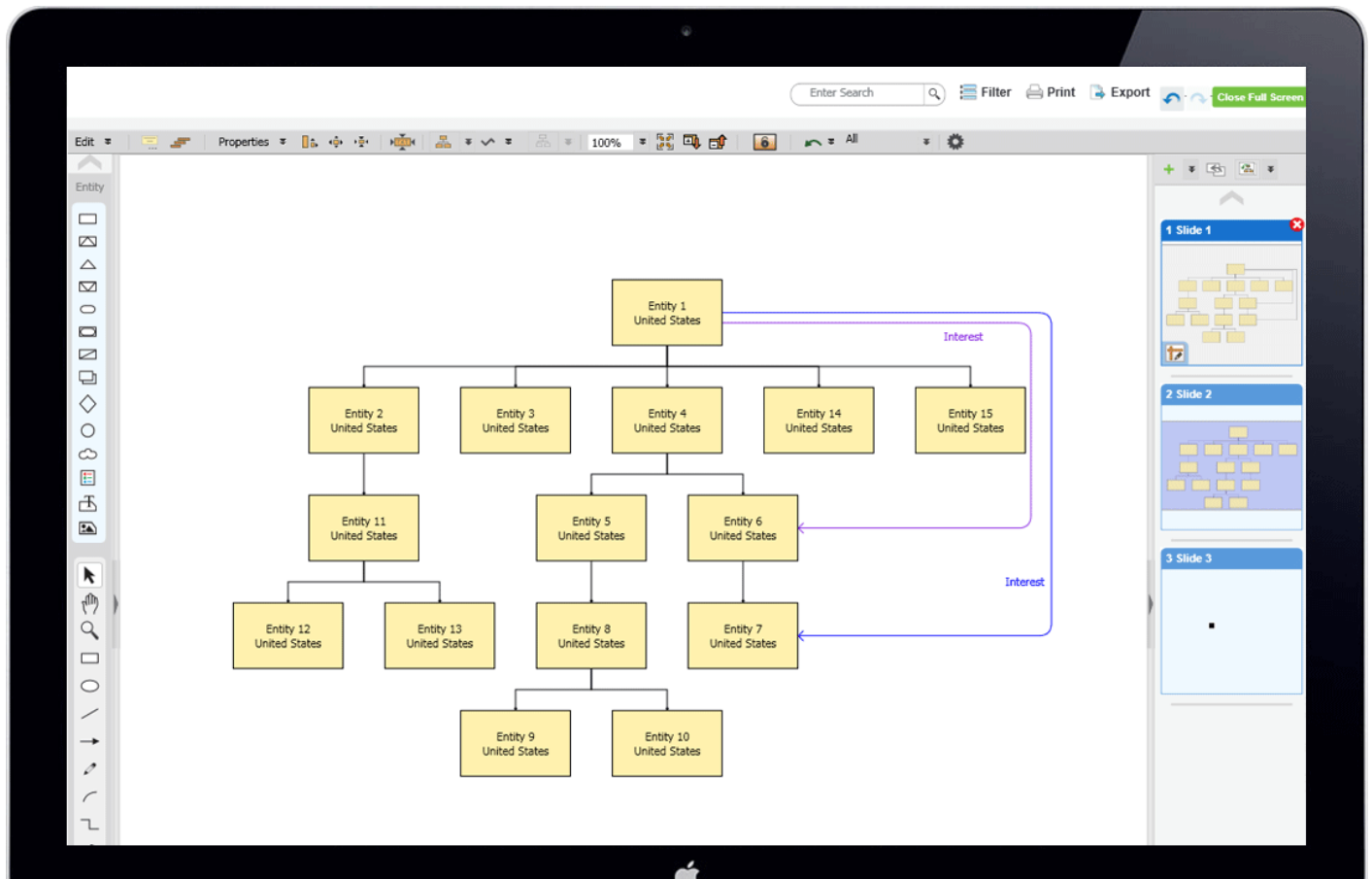   **Technology:** JAVA, JQuery, Proximity algorithms, iPhone app
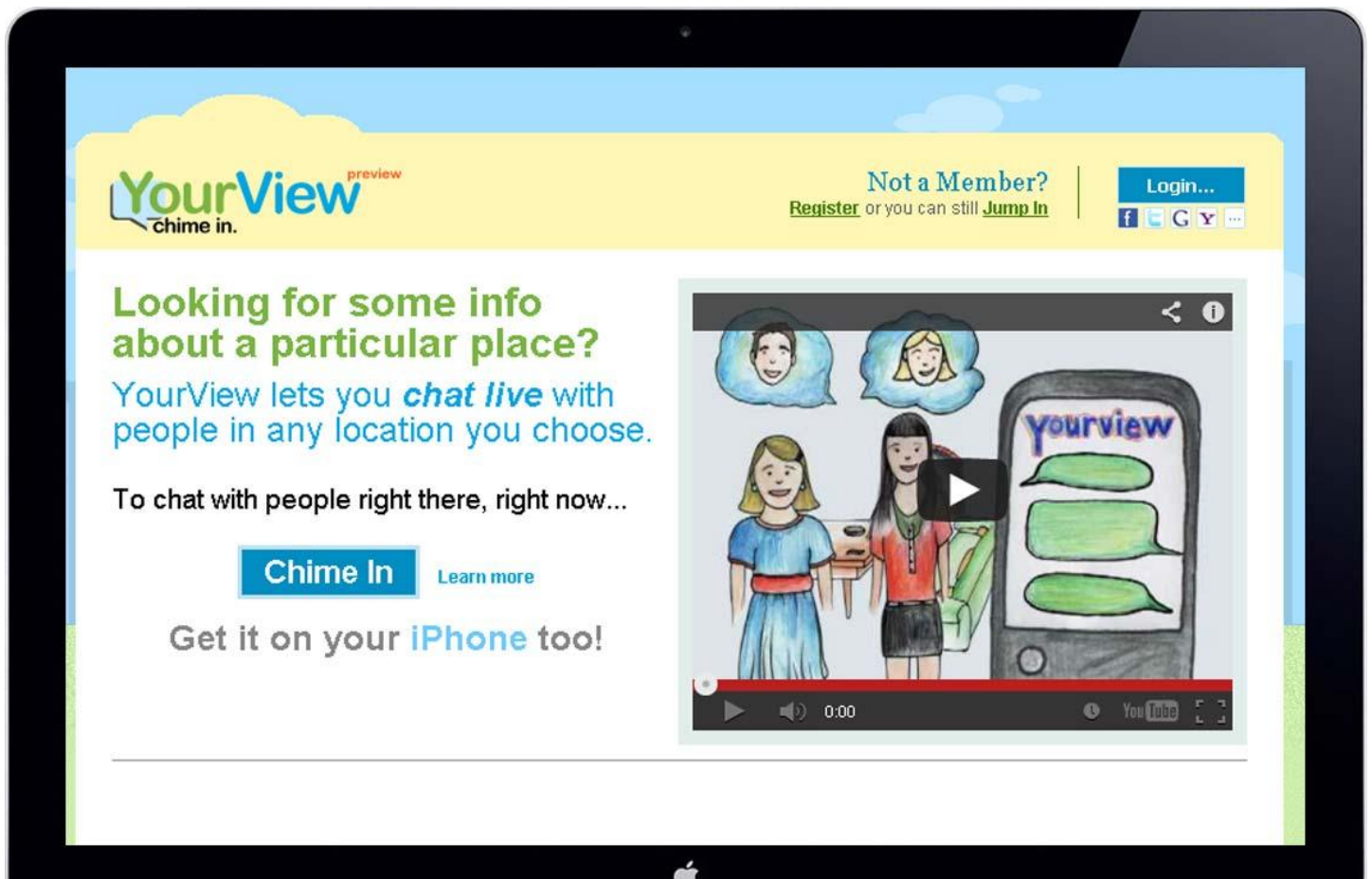
2. **Org Chart Visualizer Tool**

Desktop based RIA solution

This visio like tool can be used to manage structure and data of large companies. Giving visualization for their structures and their transactions.

What Kaz software did: Ideation, design and develop.
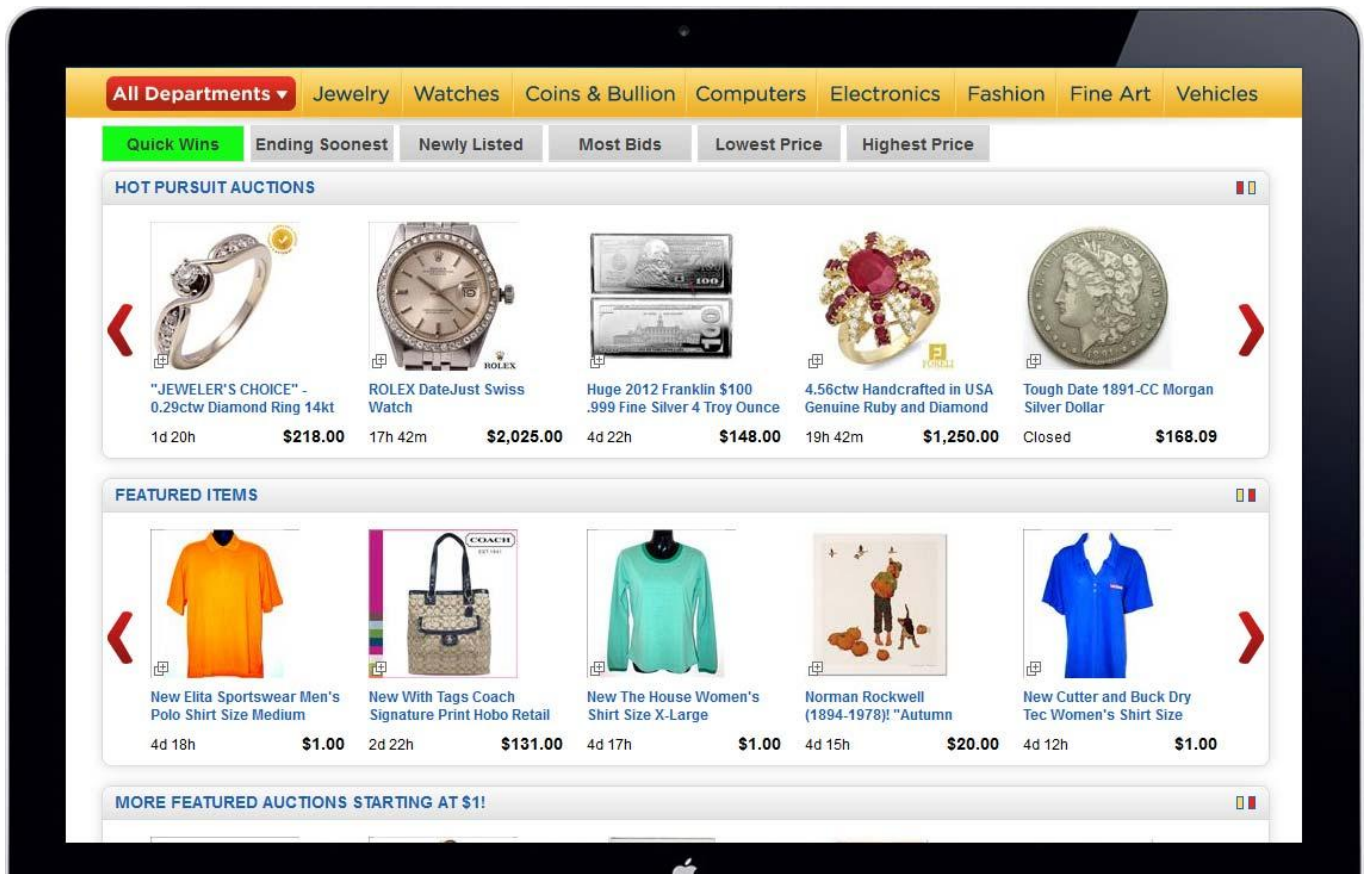
Technology: .NET/WPF/WCF

3. **Large Auctions Site**

Web application for auction site with more than a million hits per month.

What Kaz software did: development, improvements and feature addition on old code base, performance tuning, SQA

Technology: ASP.NET/C#, various Js libraries, caching technologies, load balancing mechanisms, etc.

4. Trade Research Tool

Web application for researching, documenting and tracking international trade operation.

What Kaz software did: ideation, design, develop, SQA, content research, data conversion

Technology: ASP.NET, C#, JQuery, extJs, xml

5. Transfer pricing Research Tool

Web application for researching and documenting international transfer pricing compliance.

Lets the user compare rules, find out regulations and forms for more than 70 countries etc.

What Kaz software did: ideation, design, develop, content, SQA

Technology: ASP.NET, C#, extJs, SQL Server

6. Various Mobile Apps

All sorts of apps ranging from utility to music to downright crazy :)

What Kaz software did: ideation, design, develop, SQA, app marketing

Technlogy: iOS, Android, Win Mobile

Part B

Job

Description/nature of the job:

In Kaz software I have being working as a ux/ui designer/creative engineer. As an UX designer, I study different forms of customer feedback and uses it to find ways to increase satisfaction within a digital product. The information discovered during that process is used to create a rough layout of a website or application (often called a wireframe or workflow diagram), which can then be used by developers to streamline the design elements so they are more user-friendly.

Responsibilities as uxd:

A **user experience designer (UXD)** creates and enhances digital interfaces like websites, apps, and software programs to make the experience more effortless and enjoyable for consumers. Their work helps boost customer satisfaction, build brand loyalty, and ensure that there aren't any design elements present that might deter potential customers. This includes everything from smooth navigation to enhanced visual appeal and a simplified sign-up or checkout process.

UX design can apply to physical products as well, such as the styling choices for a chair or where the controls are located on an alarm clock. In this article, we'll focus on freelance UX designers specializing in the digital space.

Some of the more common projects that I need to complete are:

- Performing user testing with the product in question
- Creating and implementing surveys for direct customer feedback
- Creating storyboards to reflect a typical customer
- Analyzing usage data and traffic patterns
- Conducting A/B tests to measure customer response
- Reviewing competitors' products for additional insights
- Making style guides to define UI elements

- Sketching ideas and designs
- Creating wireframes to guide developers and visual designers
- Prototyping products for user testing
- Communicating with clients and other stakeholders

Additionally, it's important to note that many developers, artists, and other professionals use UX design techniques on a daily basis. Therefore, a solid UX designer can come from many different types of professional backgrounds.

Responsibilities as UXD:

Unlike UX designers who are concerned with the overall feel of the product, user interface designers are particular about how the product is laid out. They are in charge of designing each screen or page with which a user interacts and ensuring that the UI visually communicates the path that a UX designer has laid out. For example, a UI designer creating an analytics dashboard might front load the most important content at the top, or decide whether a slider or a control knob makes the most intuitive sense to adjust a graph. UI designers are also typically responsible for creating a cohesive style guide and ensuring that a consistent design language is applied across the product. Maintaining consistency in visual elements and defining behavior such as how to display error or warning states fall under the purview of a UI designer.

As I am working as both ux and ui designer, I need to find a perfect balance between these too by keeping in mind about the customers' needs and preferences. There are always back and forth feedbacks from customers once the product is delivered. Once the product is up and running, there are many issues are being created and overall experience and design need to change accordingly.

Critical observations and recommendations:

Kaz software is one of the potential IT firm in the IT sector. It is quite difficult to give suggestions on how to improve the condition of Kaz software. As we know that nothing is perfect, there is always room for improvement, so I have found during work that Kaz software can take the following suggestions.

- General working conditions ought to be improved.

- Should increase the manpower for quick client service.

- Branches can be increased in the country for local marketing.

- They have many attractive product/ services but they do not promote their products. They can do advertise of their product/ services so that more people get attracted to it. They can give massive add to the television, billboard and newspaper as well as social networking sites like Facebook or Twitter.

- Management should arrange appropriate training facilities to their staff to be always helpful, courteous and knowledgeable.

- Should have complaint management where the customers can give their feedback about

the services.

- Take the customer's problem as their own responsibility to solve quickly and personally

follow up to make sure the customer is satisfied.

- They should either renovate the office space or let it have a larger space to their need

Part C

Human resource strategies

Human Resources Management

Human resource management involves all management decisions and practices that directly affect or influence the people, or human resources, who work for the organization. In modern years, amplified concentration has been devoted to how organizations manage Human Resources. This augmented focus comes from the comprehension that an organization's employees facilitate an organization to attain its goals and the management of these human resources is vital to an organization's success.

Functions of HR

The functions of human resource management are:

1. Staffing

2. Training and Development

3. Motivation

4. Maintenance.

By doing all these functions Human resource management complete its job.

1. Staffing in HRM

Activities in HRM concerned with seeking and hiring qualified employees is Staffing.

A company needs a well-defined reason for needing individuals who possess specific skills, knowledge and abilities to specify the job. Employee referrals can produce the best

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│    Initial Screening    │
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│    Application Form      │
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┌─────────────────────────┐
│     Employee test        │
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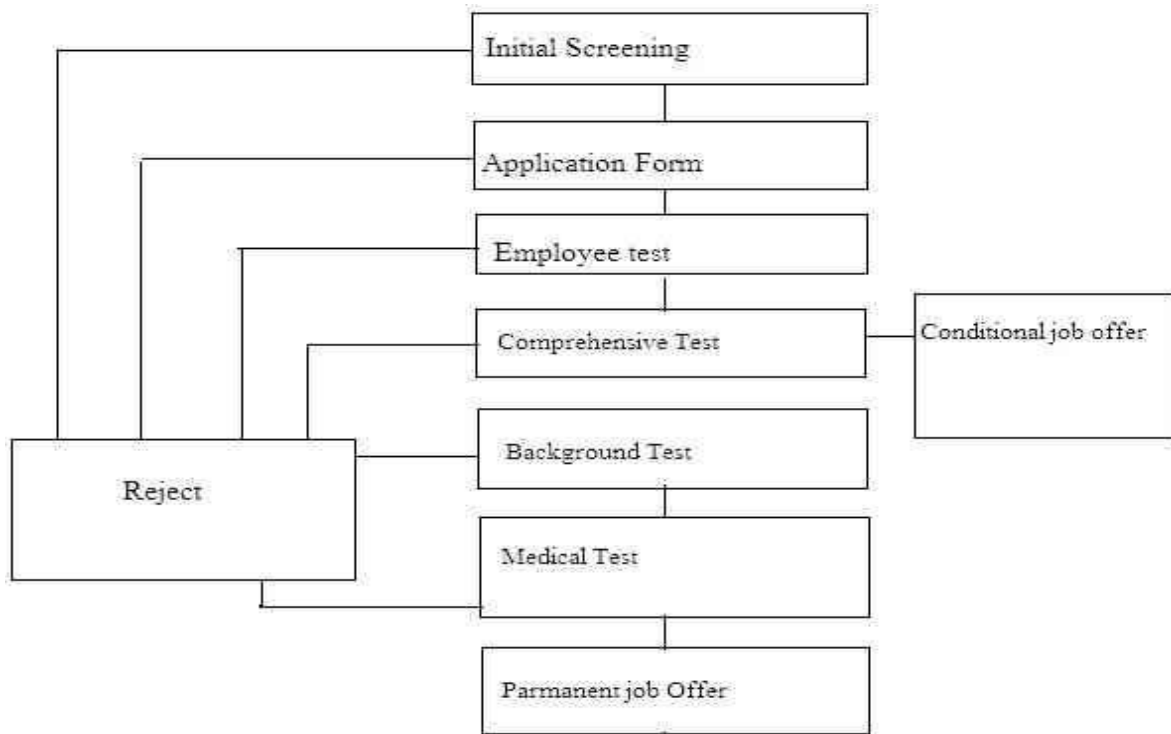
applicants for two reasons. First, current employees screen applicants before referring

them. Second, current employees believe that their reputations with the firm will be

reflected in the candidates that they recommend.

Recruiting is the initial step of staffing. Recruiting is the process of locating, identifying,

and attracting capable employees. Many companies are finding new employees on the

World Wide Web. The source that is used should reflect the local labor market, the type or

level of position, and the size of the organization. Now the second step of Staffing, that is

Strategic HR planning. For that a company plans strategically. They set goals and

objectives, these goals and objectives may lead to the structural changes in the company.

Third step is Selection. This process is attracting qualified applicators and discouraging the

unqualified applicants. By this a company can get its desired employees of requirement. It

has dual focus, attempting thin out the large set of applications that arrived during the recruiting phase and to select an applicant who will be successful on the job.

To achieve this goal, companies can use a variety of steps. The employees who are able to do all the steps and ensure good performance they get the job. HRM must communicate a variety of information to the applicants, such as the organization culture.
Under the selection process there are some steps:

The company can use these steps to select the employees. With this process their Staffing job is done. The completed selection process ends the staffing functions.

2. **Training and Development:**

Training is one of the important activities of human resource management. In the training process companies try to motivate and train the employees in a manner so that they can work more effectively in the future. Under the training process there are some steps they are given below:

- **Employee Orientation:** Employee orientation provides new employees with the basic background information they need to perform their jobs satisfactorily. Companies arrange an orientation program for the employees.

  In an orientation program the employees should feel-

  - feel welcome
  - understand the organization in a broad sense
  - be clear about what the firm expects in terms of work and behavior
  - begin the process of socialization

- **Employee Training:**

  There is some process, method and techniques of employee training. A company follows the all the steps of training to provide the employees a good look on their work.

- **Career Development:**

  The career development stage is given below

  - **Pre transition:** Is simply looking for a job and preparing oneself for a career.

  - **Transition:** An individual is already having a job and developing oneself for

future career or moving to another career.

- **Preferred area:** An individual prefers a specific sector of the career.
- **Early stage:** First 1-5 years of career is called early career.
- **Mid-career:** 5-20 years after the career starts.
- **Late career:** Late career starts after 20 years of job life.
- **Retirement:** And finally after completing the stages of career and individual decides to retired.

3. Motivation in HRM

Motivation is to inspire people to work, individuals in such as to produce best results. It is the willingness to exert high level of effort towards organizational goals, conditioned by the efforts and ability to satisfy some individual needs.

An important part of the retention of staff, reducing staff turnover and minimizing absenteeism at work is ensuring that staff are properly motivated. The wage should be increased, the facilities should be insured and social security should be confirmed. These are the types of common motivational ways.

Staff motivation is the cornerstone of open, flexible and caring management culture, which the Government aims to establish through HRM.

To put it into practice, **"open"** means not only to listen to staff suggestions and opinions, but also to empower staff, accept their constructive criticisms and use their suggestions.

To be **"flexible"**, we may need to change the traditional ways of doing things. As far as staff motivation is concerned, the biggest challenge perhaps is to stop focusing on problems and the guilty party (police behavior) and start looking for those responsible for things gone right (coach behavior).

"Caring" calls for a human leader who would give emotional support to individuals and at the same time attend to the overall emotional needs of team members – which include treating them all in a fair and impartial manner.

Today's employees want a respect that can be seen as involvedness in decision that will affect them. Listening to the employees is a way of Motivation. All the motivation functions focus on one primary goal, to have some competent and adapted employees with up-to-date skills, knowledge and abilities, exerting high energy levels.

4. **Maintenance of employees**

To maintain the employees of a company must look after the employee-

- **Health and Safety:**

  For employees health and safety there HR policy need to be very clear to all staff so that they feel safe to work here. They can put their attention and productivity properly towards the task.

- **Communication:**

  The communication between the employees and top level management should be clear and transparent. There should no gap between top level management and low level management.

- Employee's relation:

  Employees should be committed to their companies and the companies also should understand the needs and wants of the employees. In some companies employees and labors create labor union for better relationship among the workers and employees.

Chapter: 4

Human resource management at Kaz software

During my internship i was mainly assign in HR department. Kaz software always determine what jobs need to be done, and how many and types of workers will be required. So, establishing the structure of the asset management company assists in determining the skills, knowledge and abilities of job holders. To ensure appropriate personnel are available to meet the requirements set during the strategic planning process. It believes that the quality work comes from quality workers who are well motivated and ready to take challenge to provide better service.

Units in HR division:

There are three units in Human Resource Division of Alliance Capital-

- ✓ HR Staffing
- ✓ HR Operation
- ✓ Training & Development.
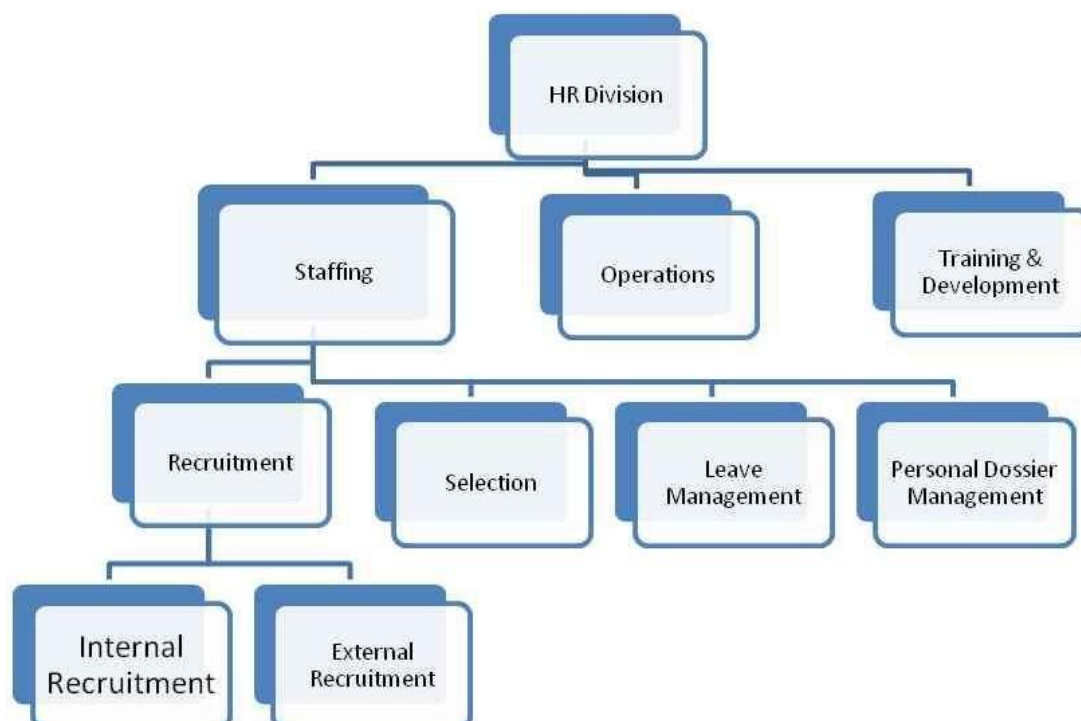
HR Staffing:

The staffing process- putting the right people in the right positions at the right times- is one of the most critical tasks any organization faces. The quality of the work performed can be only as high as the capabilities of the people performing it.

Three officers are working in HR staffing unit. They perform the following activities-

i.   Recruitment

ii.   Selection

iii.   Leave Management

iv.   Personal Profile Management

1. **Recruitment:**

Recruitment is the process by which a firm finds its employees, are perhaps the most critical tasks any organization faces. Without the right people, no firm can function effectively. For a recruitment program to be successful, managers should cooperate with the human resources staff to define needs and predict vacancies. This recruiting may be done by internal or external.

Types of Recruitment:

There are two types of recruitment in this organization. They are:

1.   Internal Recruitment

2.   External Recruitment.

✓ **For Internal Recruitment: The principal methods are-**

- Job posting
- Use of computerized skills inventories
- Referrals from other departments

✓ **For External Recruitment:**

Organizations rely on-

- Advertisements
- Public or private placement agencies
- Field recruiting
- Including campus recruiting

Point of Recruitment:

There are two level of recruitment.

- Entry level
- Lateral entry (Recruitment of experienced person)

2. **Selection:**

The critical criteria in this regard are job relatedness, reliability, and viability. For selection of candidates following things are considered-

- o Appearance
- o Attitudes
- o Knowledge
- o Personal ability & mental ability
- o Physical ability
- o Qualification
- o Communication skill
- o Job knowledge (for lateral entry)

3. Leave management:

Leave is earned by duty. Leave cannot be claimed as a matter of right, and leave admissible under the service rule of Kaz software may be granted by the Managing Director or his authorized person, who may refuse leave, grant leave for a shorter period than applied for, revoke leave of any description and recall an employee before the expiry of the leave.

One Officer is looking after the leave matter of employees and keeping leave records.

Employees of Kaz software are enjoying following kinds of leaves-

Earned Leave:	**20 days in a year as per service rule of ALLIANCE CAPITAL.**
Casual Leave:	10 days in a year.
Sick Leave:	14 days in a year + conditional additional sick leave allowed by the mgt. as per service rule of Alliance Capital.
Maternity Leave:	24 weeks for each issue up to two children.
LeaveWithout Pay	15 days once during the service life.
Paternity Leave	5 days.
Bereavem ent Leave	5 days.
Study Leave:	As per the rule of the organization.

4. **Personal Profile Management:** They maintain employees personal profile with hardcopy of documents for example: CV, NID, Educational Certificates and other necessary documents.

HR Operations:

HR operations unit mainly work in the area of short term and long-term benefits of the employees of Kaz software, like salary, bonus, provident fund, gratuity, super annulations fund, etc.

- Monthly Salary Disbursement
- Preparation and disbursement of Festival Bonus and Performance Bonus
- Employees Final Settlement.
- Maintain liaison with different AMC, which are under the corporate agreement with Kaz software.
- Submission of various Salary related MIS report to the Management & Regulatory bodies.
- Work as System Admin in HR department
- Assist in Appraisal Management
- Investment with the gratuity and PF fund
- Employee Tax processing, etc.

Training & Development:

Human Resource is the key to success of a service oriented business organization. The famous quotes from some renowned business leaders are:

- Take our 20 best people and virtually we become a mediocre company.
    - -Bill Gates, Chairman, Microsoft Corporation.
- Take my assets, leave my people and within 5 years I will have it all back.
    - -Alfred Sloan, Chairman, General Motors.

The mission of Kaz software is to be the premier financial institution in the country providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver Excellence in investment banking & Asset Management Company

Steps of training program

A typical training program can be classified into 5 steps

1   Need Analysis

2   Instruction Design

3   Validation

4   Implementation

5   Evaluation and Follow-up

1.   **Need Analysis:**

   - Identify the specific job performance skills needed to improve performance and productivity.
   - Analyze the skills and needs of the prospective trainees and to develop specific measurable knowledge to perform their job.
   - To ensure that the program will be suited to the trainees specific levels of education, experience and skills.

- Use study report to develop specific measurable knowledge and performance objective

- Technique to identify Training Needs:
  Task analysis and performance analysis are two main techniques for identifying training needs.

- Task analysis:
  The first step in training is to determine what training, if any, is required. The main task in assessing the training needs of new employees is to determine what the job entails and break it down into subtasks, each of which is then taught to the new employee. So, task analysis is a detailed study of a job to identify skills required so that an appropriate training program may be instituted.

Task Analysis form contains six types of information-

- Task list

- How often performed

- Quantity, Quality Standards

- Performance Conditions

- Skills Required

- Where best learned

- Performance Analysis:
  Verifying that there is a performance deficiency and determining whether that deficiency should be rectified through training or some other means (such as transferring the employee).

2. Instructional Design:

Gather instructional objectives, methods, media, description of and sequence of content, examples, exercise and activities.

Make sure all materials such as video scripts, leader's guides and participant's workbooks, complement each other are written clearly and blend into unified training geared directly to the stated learning objectives.

Carefully and professionally handle all program elements-whether reproduced on paper, film or tape to guarantee and effectiveness.

3. Validation:

Introduce and validate the training program before it presented to the trainee.

4. Implementation:

When applicable boost success of training workshop focuses on presentation knowledge and skills in addition to training content.

5. Evaluation and Follow-Up:

Asses program success-according to-

Reaction: Document the learner's immediate reactions to the training.

Learning: Use feedback devices or pre and post tests to measure what learners have actually learned.

Behavior: Note supervisor's reactions to learner's performance following completion of the training. This is one way to the degree to which learners apply new skills and knowledge to their jobs.

Results: Determine the level of improvement in job performance and assess needed maintenance

5. Setting training objective

After training needs have been analyzed, concrete and measurable training objectives should be set. Objectives specify that what the trainee should be able to accomplish after successfully completing the training program.

Techniques of training program:

After determine employees training needs, set training objectives and designed the program, the training program can be implemented. Most popular training techniques are:

- On the job training
- Off the job training

- On the job training:
  On the job training is like having a person learns a job by actually performing it. Virtually every employee, from mailroom clerk to company president gets some on the job training when he or she joined the firm.
  A useful step by step job instruction approach for giving a new employee on the job training is as follows-
    - Preparation of learner
    - Presentation of the operation
    - Performance tryout
    - Follow-up

On the job training has several advantages-

- It is relatively inexpensive
- Trainees learn while they working
- There is no need of class-room, programmed learning devices

- Trainees learn actually doing the job
- Get quick feed-back about the correctness of their performance.

On the job management development techniques:

On the job training is one of the most popular

development methods. Important techniques here

include-

- Job rotation
- Coaching/ under-study approach
- Junior boards
- Action learning

Off the job training: Kaz software do not provide off the job training.

Part D

Optimize Human resources

(Use an HRMS/HRIS)

What is an HRMS?

First, let's start by outlining what an HRMS is. It is an integrated system providing information used by HR management in decision making. It allows a company to keep track of all of its employees and information about them—whatever information the company chooses to store there, such as employee demographics, benefits tracking, and performance information. It is usually created in a database or, more often, in a series of interrelated databases.

The HR management system is really an important element to help you make better decisions. These HR management systems are systems that are going to help us with our information and decision making.

Why Use an HRMS?

Here are some of the most common reasons for using an HRMS:

- **Improved data management**.

    An HRMS can manage all employee data as well as information on benefits, such as enrollment and status changes.

- **Employee self-service:**

    An HRMS enables employees to update personal data without having to involve HR for simple tasks. This frees up the time of HR professionals for more strategic functions.

- **Central storage:**

    Because data is stored in one place, this means reporting can be more efficient. It makes access of compliance records simple. It also means there is a central location for documents such as employee handbooks, procedures and safety guidelines.

- **Fewer systems to manage:**

    Many companies choose to create complete HRMS integration with payroll, other company financial software, accounting systems, ERP systems, company intranets, and other online programs.

- **Employee development:**

    HRMS systems can be used to implement and track employee development programs.

- **On-demand reporting:**

    Customized executive and management reporting can be done "on the fly." For example, a manager might want to look up employment data by location, and could do so without having to contact HR. Managers can access the information timely as it pertains to employee development, performance improvement, and wage detail (as appropriate).

- **Management and tracking of recruiting data:**

    Many HRMS systems include recruitment components such as applicant and resume management.

In general, all of these benefits lead to improved HR function and ability to act more strategically instead of being bogged down in minutiae. Human resource management systems are important because they really help us set forth and deploy strategy in our business.

Implement a HRMS

What our HRMS brings to the table is a centralized hub where we can perform all key HR functions. With just a simple click of the mouse, all information we need on our employees, such as payroll records, attendance, performance evaluation, absences, and more are instantly available. No need for us to exit one program and open another to just find what we need.

Our HRMS makes it easy for companies to create employee databases and add our custom elements to add uniqueness as well as branding. Entering and editing employee records is fast and easy as well as finding files and discovering insights for our business. On top of that, all databases created within our HRMS offers unlimited document storage.

It is also easy to monitor employee attendance, absences, leaves, and more. Companies can easily plan their schedules and lock their employees on certain dates to ensure that everyone is on board. Authorizing leaves and holiday requests is a breeze too. With the Holiday Planning and Absence Management module, companies can easily identify trends and address attendance issues before they become full-blown problems.
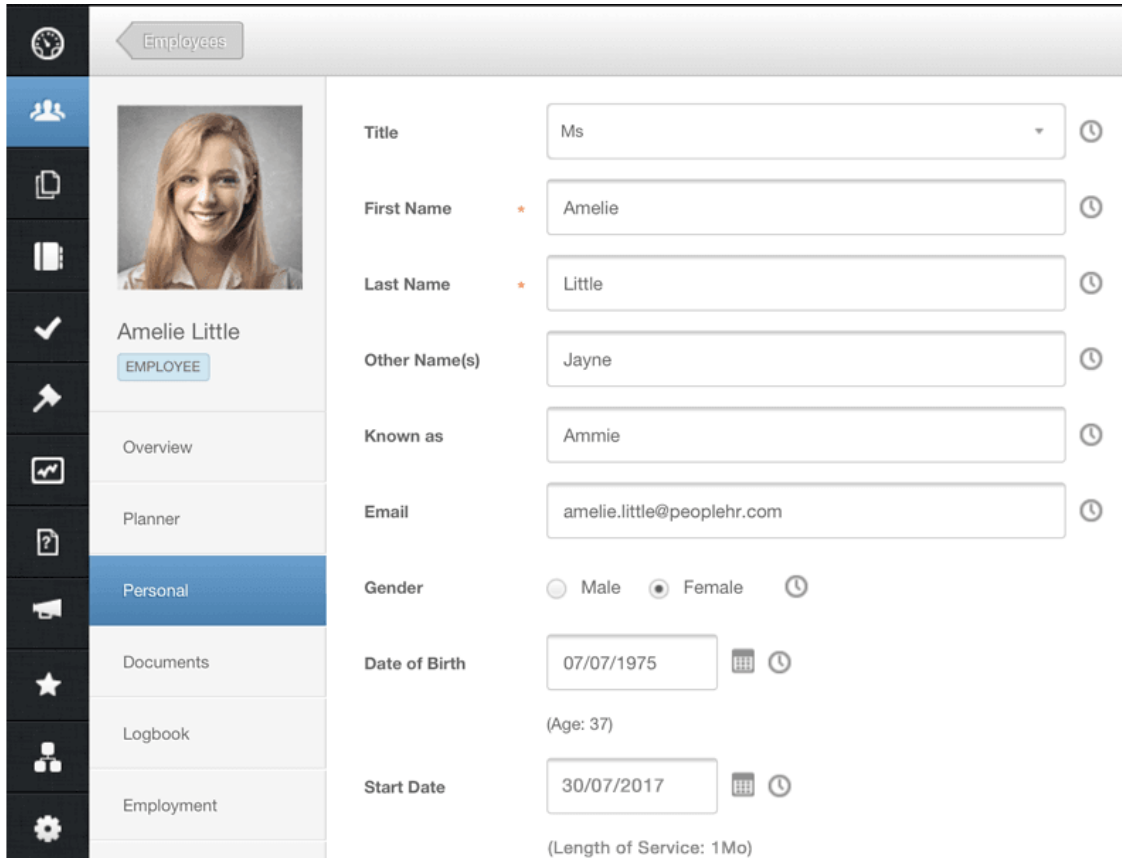
Overview of People HR Features

- Benefits Management

- Custom Reporting

- Custom User Roles

- Employee Database

- Employee Self-Service

- Learning Management

- Onboarding & Off boarding

- Performance Appraisal

- Recruiting Management

- Time & Attendance Tracking

Features of our HRMS

1. **Complete Employee Database:**

   Easily import or create employee records, and then customize them to perfection by adding their own unique information screens. Finding and editing staff files is easy, and they can even keep leavers on the system for future reference. Plus, they get unlimited document storage at no extra charge, meaning you can completely eliminate paper records.
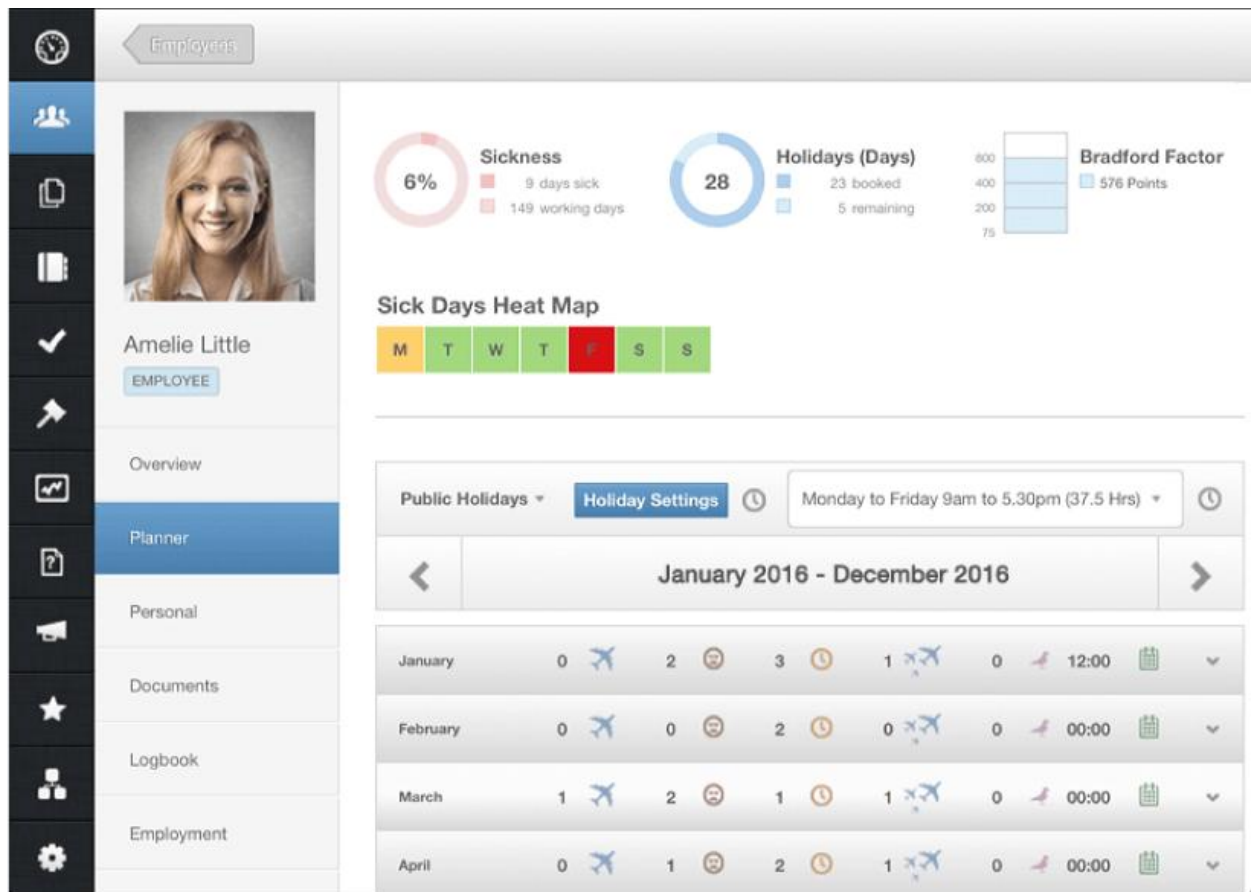
2. Holiday Planning and Absence Management

See who's off, authorize holiday requests, and lock busy days to ensure all hands on deck. Plus, in-built absence tracking helps you identify negative trends and tackle the root cause.

3. Efficient Workforce Management

Our dynamic dashboard is packed with features for streamlining HR. We can see huge workforce insights at a glance, and stay up to date by checking our task list.
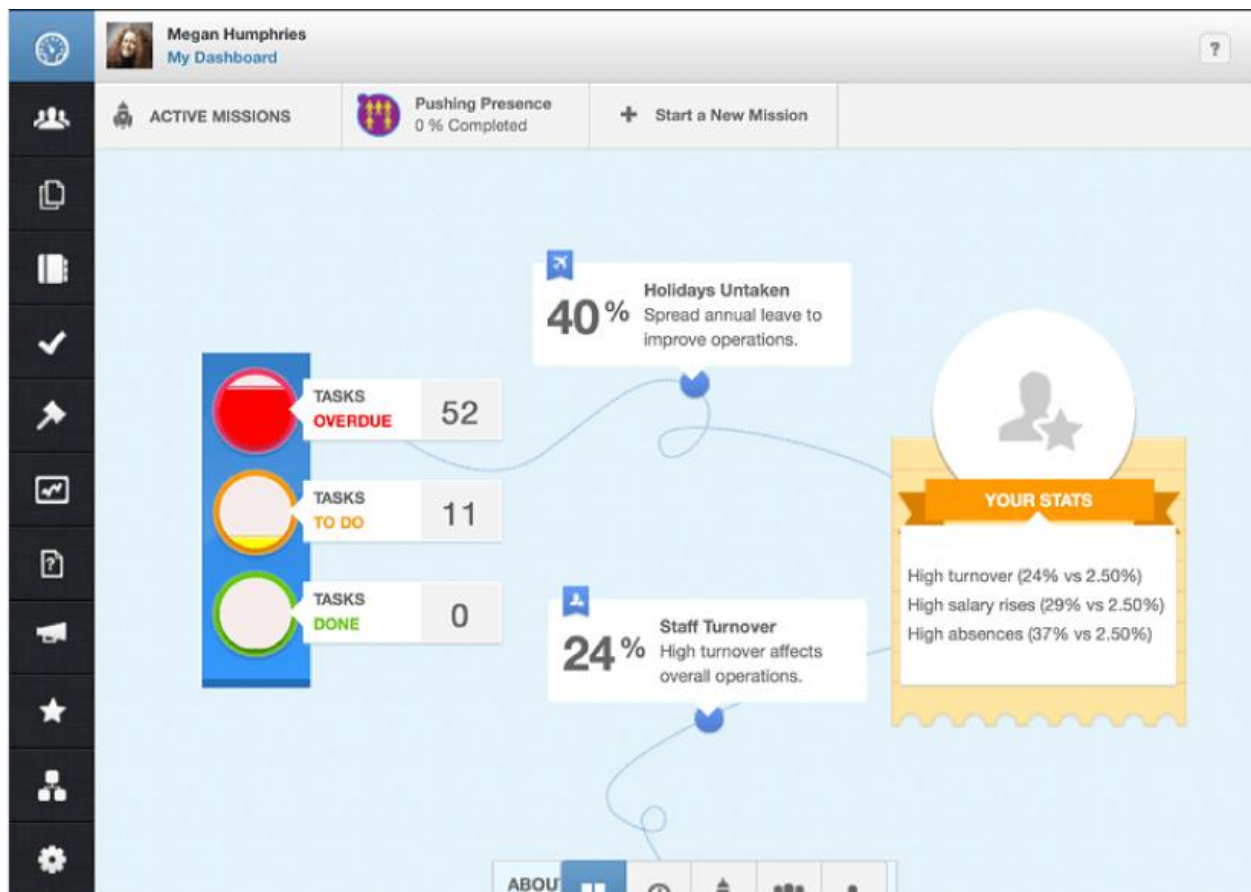
4. In office chat options:

Our HRMS software allow our employees to chat, audio and video call, group meeting, document and screen sharing. As a result we don't have to use any other software's like skype, hangout or TeamViewer.
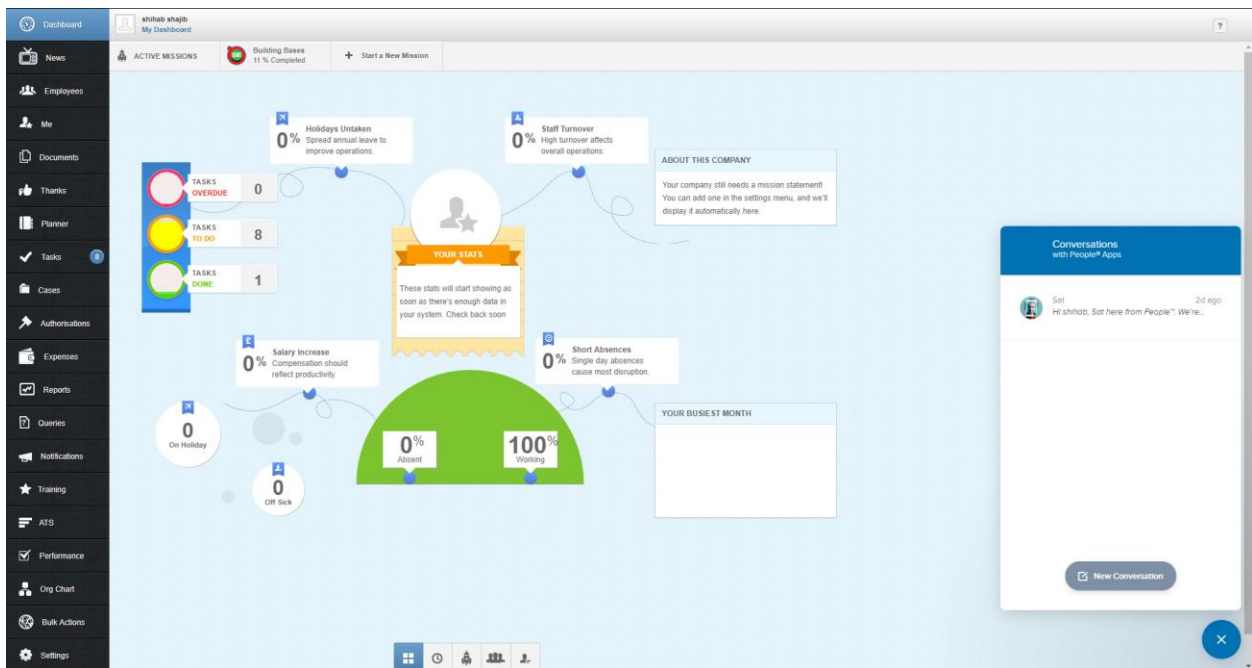
Part E

Outcome of the findings

To prepare my internship report, I spent 3 months with Kaz software's HRM department and I went through different type of responsibilities. I was mainly assigned for UX/UI designer. But to prepare my report I spent some time with my HR supervisor to know more about our HRIS software. As I was working with HRIS team under, my basic concentration areas there was it given bellow:

- Updating HR database.

- Data entry.

- Editing.

- Informing the prospective applicants for their written test.

- Helping take the examination & recruiting process.

Particular problems faced during internship

During my internship task I faces lot of problems and those are given bellow:

- The HRIS software is under construction.

- HRIS team manpower is not enough.

- HRIS software is very slow.

- Recruitment process is very slow.

- The HR division number of employee is poor.

- To write the training information is very tap.

- HRIS software need more update.

- Employee motivational training is not improving.

- They should do more performance appraisal.

- The software search did not work properly

Suggestions for overcoming problems:

- HR division need more employee so that the procedure of HR activities will faster.

- Make sure the HRIS software have to fully update.

- HR should give more incentive to the employee so that they ware motivate.

- They search option of HRIS software have to maintain proper away

- More intensive training program should be introduced to increase the employee performance to the optimum level. The HR policy could include certain provisions regarding to a reutilized and modern training.

- Sometimes poor internet network is the vital problem for the HR due to some planned works.

- Recruitment process have to be faster

Conclusion

Human resource information system plays a very vital role for total performance of the

Organization. It is important to choose the right HRIS. A company that takes the time to invest in

a HRIS that fits their goals, objectives, mission, and values, is a company that is investing in its

future and in its success. The world is very competitive in this new millennium. Every

organization getting the edge of using technology. To ensure better consultancy service the

organization must have to ensure a good Human Resource Management practice. The area of

Human Resource Management is very wide. Human Resource management is the heart of an

organization which plays an important role of getting the right people to do the right job and at

the right places, which helps to Human Resource information system ensure the overall

achievement of the goals of the organization.