

Star Computer Systems Limited



INTERNSHIP REPORT

ON

**Student satisfaction on
Star Computer System Limited**



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Star Computer System Limited**

PREPARED FOR
Mr. Showvonick Datta
Lecturer
BRAC BUSINESS SCHOOL

PREPARED BY
Binoy Sarker
ID: 12364049
MBA PROGRAM
BRAC BUSINESS SCHOOL
BRAC UNIVERSITY

Date: 07 May 2015

Letter of Transmittal

07 May 2015

To
Mr. Showvonick Datta
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 “Student satisfaction on Star Computer System 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 Training and Development in 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

Binoy Sarker
ID: 12364049

Acknowledgement

In this report, I would like to acknowledge the encouragement, guidance and assistance given from a number of responsible people. I am very grateful to my internship supervisor Mr. Showvonick Datta, 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. Md Firoze Alam, 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

As part of my MBA program, I'm working on the internship report on well-known IT Company named "Star Computer System Limited". During my occupation I have gained valuable knowledge and experience in the field of Human Resource. So based on my learning and experience from the organization I have completed my internship report on the "Student satisfaction on Star Computer System Limited".

In this paper I have tried to focus and analyze the satisfaction level of the students and to identify how the students are motivated to their training. In the report I have discussed what kind of activities I have done describes in details. The services include motivation, feeling and involvement. In case of training I have tried to do whatever the duties are given to me. These are: I worked as a training coordinator under the training manager in the Capability maturity model integration (CMMI) project, plan and facilitate the HR activities, develop job description for current/new positions, maintain current staff contact list, email information, check the attendance & absenteeism, monitor and record employee time sheets, maintain all administration operations etc.

In this report the problems, scope, limitations and various analyses are also done. In this report I have also tried to analyze the benefits of these services as well as my learning from the organization. From my personal view the learning aspect was fruitful and the experience there will help me in the future. I have learnt many aspects of HR, working with different sections of the company.

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Chapter 01: Introduction:

1.1 Origin of the Report

The report is originated to make a study on the satisfaction level of students on Star Computer System Limited as a part of the fulfillment of internship program required for the completion of the course BUS 699 MBA program of BRAC University.

The preparation of the report was supervised by Mr. Showvonick Datta, Lecturer, BRAC Business School, BRAC University and the author is thankful to his for assigning this project.

1.2 Objectives of the Report

The main objective of this report is to learn about Star Computer System Ltd. And New Horizons. Special objectives are:

1. To know Human Resources Planning practices of Star Computer System Limited.
2. To learn about recruiting and selecting procedure of Star Computer System Limited.
3. To identify training and development methods applied in the organization.
4. To know performance management practices and compensation practices in the organization.
5. To have a clear view about what is actually happening in the area of Human Resource Management of the company.

Every organization is operated by Human beings. And as a service sector acquiring their services, developing their skills, motivating them to high levels of performance, and ensuring that they continue to maintain their commitment to achieve organizational objectives. So it is important for us as potential business executives to gather information about the prevailing scenario of Human Resource Management. In this report

1.3 Scope of the study

As an Intern HR & Administration I have a very closely working relationship with the whole Human Resource department. The report has the scope to cover different aspects of Human Resource Management, which include Human Resource Planning, recruitment and selection procedures, selection devices, job analysis, job design, training and development, and salary and compensation administration.

1.4 Methodology

The following methodology was followed throughout the study .The study is based on both primary as well as secondary data.

Primary Source

- Careful observation of various activities of related section of HR department.
- Discussions with the officials of other Departments.

Secondary Source

- Company Annual Reports.
- Online information.
- E-Mail & conference with Global HR Personnel
- Other relevant materials.

1.5 Limitations

Star Computer System Limited maintains a very good and friendly environment for all employees then also I had few constraints to prepare the report. Attempts are made to minimize these biases and prepare a credible report. Constraints during preparing of the report are as follows:

Short of time:

I have to do huge routine work as I'm working in HR Department with almost 20 employees. I had to prepare this report besides my regular job.

Difficulties in balancing:

After completing office responsibility I had to concentrate on the report. It is quite difficult to maintain the balance of work.

Policy of confidentiality:

As Star Computer System Limited has some policies of confidentiality I've prepared my report maintaining those.

Chapter 02: About the Organization

2.1 Introducing Star Computer Systems Limited (SCSL)

Star Computer System Limited (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.

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.

2.2 Star Computer System Limited Offers

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

2.3 Clients of Star Computer System Limited

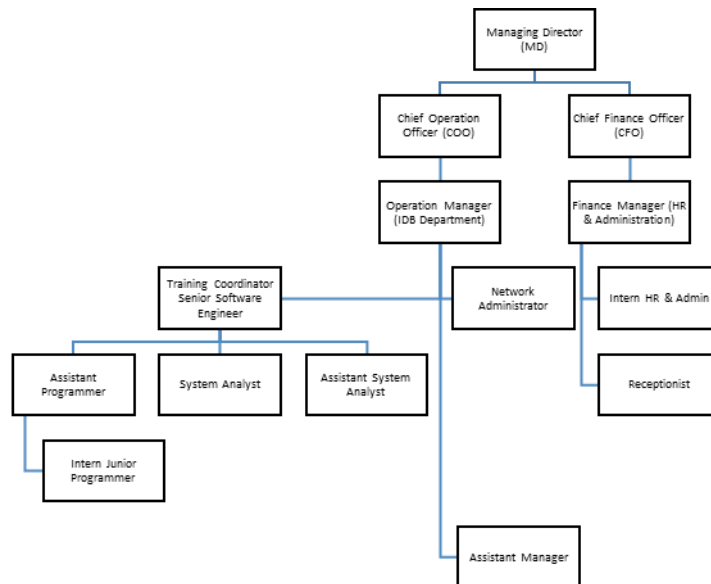
We provide software development services both for the government and commercial sectors to help increase productivity and reduce operating expenses. SCSL serves the Large and Medium sized Enterprises of

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

Name of the companies:

- Muslim Aid-UK, Bangladesh
- Save the Children (USA), Current Save The Children (International)
- UNDP-JSF (Justice Sector Facility)
- Voluntary Service Overseas (VSO)
- Privatization Commission, Prime Minister\'s Office
- Ministry of Labor & Employment
- Bangladesh Rifles (BDR)
- Dacca Warehouse Ltd.
- Rural Electrification Board (REB)
- Dhaka Electric Supply Authority (DESA)
- Bangladesh Power Development Board (BPDB)

2.4 Company organogram



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.

Vision

Define your business and complete your requirement with our solutions on demand.

Mission

SCSL is a process and performance driven company who accentuate on metrics to continual improvement. We empower your business with our creative, up to date & on demand solutions.

Track Records

We have helped our customers launching 200+ successful products/ projects globally, through our superior program management and engineering.

- **Delivered 200+ projects** spanning servers and tools, collaboration, operating systems, online services and cloud computing for the world's largest software vendor.
- **Achieved 40% reduction in price comparison** inquiry, through performance benchmarking and optimization
- **Delivered 30+ releases on time**, across platforms, technologies and engagement models.

HR Policy

We know that exceptional experiences begin with extraordinary people. We employ the leading experts, and technology innovators and proven integrators. We empower our employees to become a committed team, and a talented developer community to create experiences that matter.

It is, therefore, the mission of the company to offer our employees an entrepreneurial work environment in which excellence, team work, open communication, innovation, respect and personal growth are encouraged.

Equal opportunity practices

SCSL is committed to provide a working environment free from unlawful discrimination and to foster a company culture founded upon the fundamental dignity of all of its members. It does not discriminate against or permit harassment of employees or applicants for employment on the basis of race, color, gender (including gender identity and expression), religion, and national origin.

Recruitment

In general all administrative positions, including senior and executive level positions, must be posted through the Companies Career Page and different Job Portals and keep them posted for a month to the least.

Selection

As part of SCSL's commitment to equal employment opportunity and affirmative action, the company has an established Administrative Hiring Process for all applicants.

SCSL hires, develops and retains the best employee for every job. It takes steps to identify and encourage highly qualified applicants to apply for jobs and try to make the hiring process as clear and easy as possible for applicants and managers.

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

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.

2.5 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.

Infrastructure:

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)			

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

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

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

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	√

ONGOING TRAININGS

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

Skill Enhancement Program

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

Industrial Attachment:

Training on AutoCAD 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

UPCOMING TRAINING 01:

Opportunity to build a Career as Software Programmer 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 **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.

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: Job responsibility Intern-HR & Admin

I work in Star Computer System Limited as an Intern in HR and Administration. These are my job responsibilities given below. I also work as a training coordinator to arrange the training.

- I worked as a training coordinator under the training manager in the Capability maturity model integration (CMMI) project.
- I receive and update all human resource policies to meet the organization needs and to develop the business. Monthly meeting with the board member about the business development.
- I plan and facilitate the HR activities in the term: Contract, recruitment. Seat in the recruitment process with the judges. Monitor the activities and record of the number of candidates participated in the recruitment process.
- I develop job description for current/new positions, Performance appraisal of employees is needed to be prepare. If a new position is needed then the job description is prepared and developed according to the organization need.
- I maintain current staff contact list, email information, addresses, individual employees files all are arranged in a descent manner in the box file according to their department. If an employee is resigned then I have to update the database of the employee detail list.
- I Assist the progress of job planning and performance management by maintaining the employee skill matrix which is a excel sheet containing the information of the skills that are needed for the employees.
- I check the 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.

- 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.
- Human Resource is life and blood of software companies as skilful 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.
- 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.

- I monitor and record employee time sheets and leave requests.
- I conduct instruction for staff members about admin and HR procedures
- I maintain all administration operations. To monitor is that are all the people are working in time. If any employee is late or absent in the office without any notice then I have to make contact with him.
- Any other job assigned by the mentor and Head of the department.

Chapter 04: Project

Student training satisfaction on Star Computer System Limited

4.1 Summary:

This project is to find the differences of student satisfaction in Star Computer System Limited and in New Horizons. Students are given some questions and on the basis of those questions they are judged. From this project we find that there will always some difference.

Description of the project:

There will be two companies, one is Star Computer System Limited and another one is New Horizons. I have to go to each of these training institute and take a survey by submitting sample questions to the students in the coaching centers and collect them. After collecting them I am going to analyze them and submit the result.

Objective of the project

- a) To identify how the students are motivated to their training.
- b) To identify the feelings of the students to be the part of the training center.
- c) To identify the level of involvement of the students.

Methodology

Source of data: This is a descriptive research. This report will only base on primary and secondary data.

Data collection instruments: The data has been collected from the existing 20 students of Star Computer System Limited and of New Horizons through a questionnaire which was developed through the prior suggestion of the intern supervisor.

Limitations:

I have faced some problems during preparing the report. They are given below.

- a) Time constraints.
- b) Lack of data and cooperation from the Archive.
- c) Lack of knowledge and experience was my limitations as well.

As my project was based on a descriptive research, I have taken a sample size of 20 students and the results are discussed below.

Level of marking:

A= Excellent

B= Very good

C= Good

D= Average

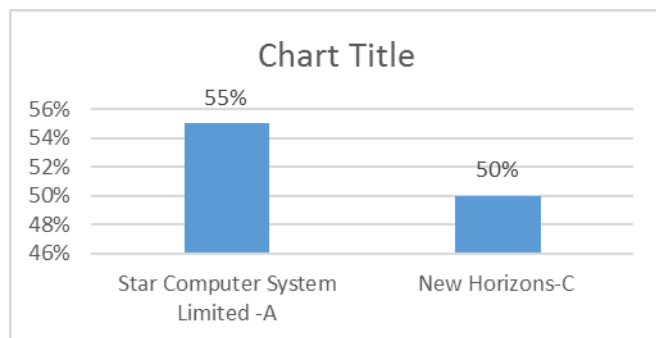
E= Bad

4.2 Analysis of the project:

After getting all the data and comments from these two companies I have found some difference between these two companies. These are given bellow.

My first question was “**How does the coaching center look like?**”

In this question 55% students say excellent and 50% say good only.

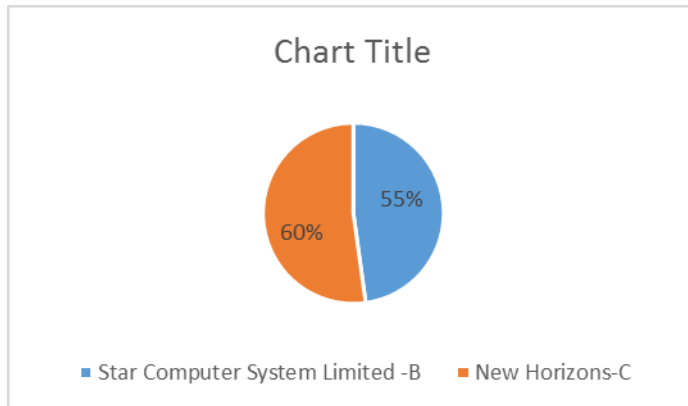


Findings: This question was asked to find out that wheather the students like the coaching center building from outside. 55% students find Star Computer System Limited as an excillent building with very good rooms. There is air condition facility. Star Computer System Ltd. Consist of three floors where 2 floors are only for the students to train in a well organised classroom. There is only one lift for exeryone in this building. Sometime the lift creates problem for them.

In case of New Horizons I find that there are only 50% students who are saying that this coaching center is only good but not excellent. Because students can not find an excellent look of the coaching center. The coaching center is air conditioned but maybe the service is given by the center is not excellent for the student. The lift of New Horizon is very small for the students. This can lift only 4 people at one time.

My 2nd question was “**How is the environment of the coaching center?**”

In this question 55% students say very good and 60% say good only.

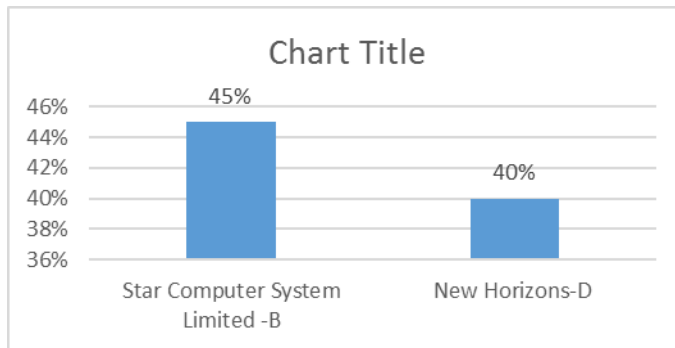


Finding: This question was asked to find the environment of the center. 55% students of Star Computer System Ltd. Mark the environment as in a very good condition, but not in an excellent one. The employee in the customer care who gave information about the course or anything related to the coaching serves the student very good. They are well dressed and always in a very good manner.

In case of New Horizons I find that 60% students say the environment is good but not excellent. Because the classroom size is not enough for the students. Some time the student can not find the pc which is need to do the training. Because of the congestion of the students it become difficult for the students do the class.

My 3rd question was “**Are you satisfied with the class time?**”

In this question 45% students say very good and 40% say on an average.

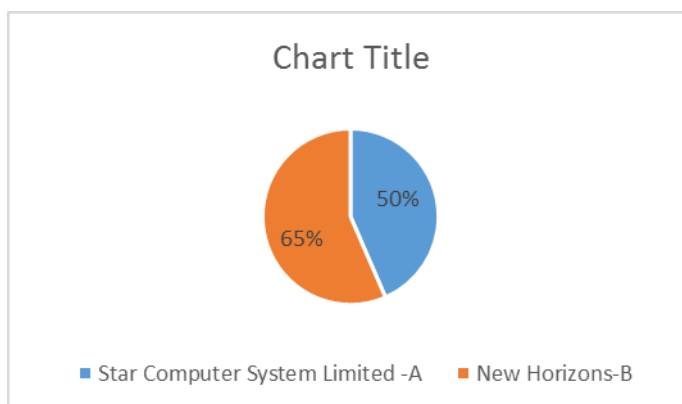


Finding: This question is to find the satisfaction about the class time. In case of Star Computer System Ltd. There are 45% students say that the class time is very good. That mean they are saticefied with the class time. 55% students is not satisfied with the class time, because normally the class time is for the regular students but not for the professionals, who does job in the day time. So there should be flexibility in the time limit.

In case of New Horizons I find that 40% students say the time satisfaction is an average. That mean the students are not satsfied with the time limit. So the coaching center should make the time flaxible for the students. This could happen because there are students doing job. So they can not continue the coaching.

My 4th question was “**Are the AC (Air Condition), Computer, Software working?**”

In this question 50% students say excellent and 65% say very good.



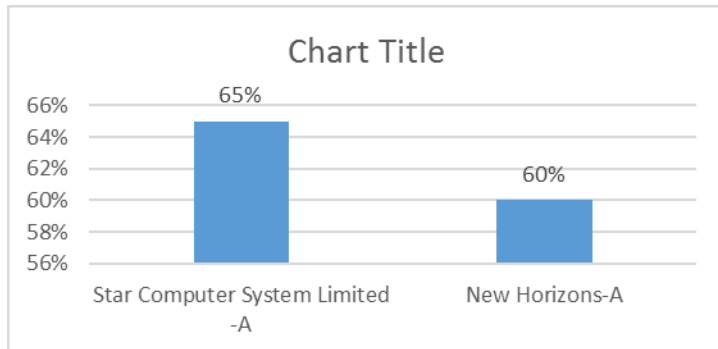
Finding: This question is asked to see that the ac, computer,software is working correctly or not. In case of Star Computer System Ltd. There are 50% students who say that yes these are working correctly. But the least 50% say that it is not working all the time. It could happen sometime. So there should be maintainance people to fix them. All the facilities should be rigt on time.

In case of New Horizons 65% students say that all are working caoorectly. Other 35% are not satisfied with these. They say that sometime they find these are of not working. They have to make complain to the authority and show their problem. The software they bought are not

registered. Some time they use the pirated version in the class. These also creat problem during the class.

My 5th question was “**Is the trainer attending the class in time?**”

In this question 65% students say excellent and 60% say excellent.

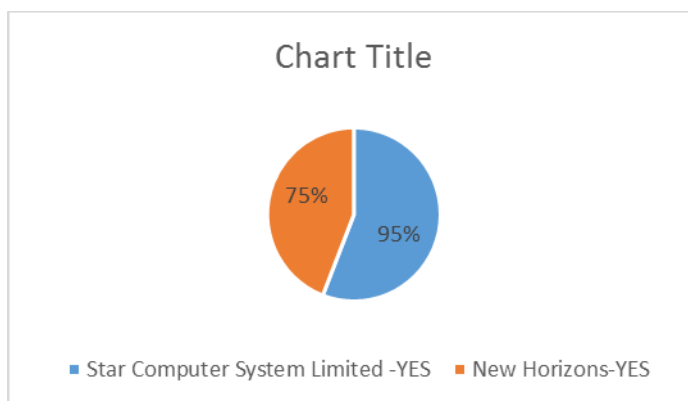


Finding: This question is to find the trainer attentive to class. In case of Star Computer System Ltd. 65% students say yes the teacher is attentive in the class all the time. That mean the teacher is well trained and attentive about the class. The teacher check for the attendance of the students also.

In case of New Horizons 60% students say that the trainer attending the class in time. They are satisfied with the timing of trainer. Both the coaching student say that it is excellent. In new Horizons there are 15 trainers teach different subjects.

My 6th question was “**Are the training materials available?**”

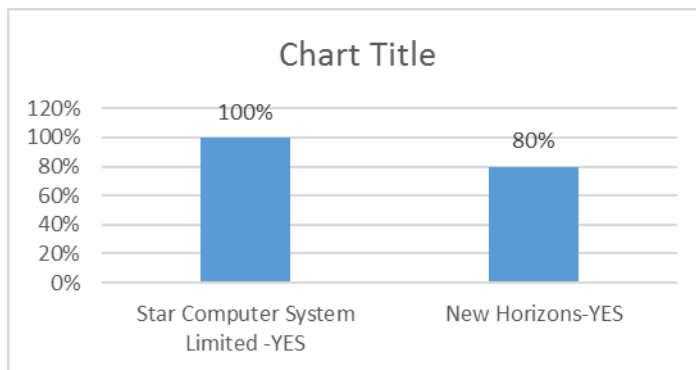
In this question 95% students say yes and only 75% of them say yes.



Finding: This question is to find the satisfaction about the training material in the coaching center. In case of Star Computer System Ltd. 95% students are satisfied with the training materials. That mean there is not much dissatisfaction between the students. Here the training material mean the training book and the software to study and practice.

In case of New Horizons 75% are satisfied with the training material. 25% students are not satisfied with the training materials. They say that sometime there are delay in getting the required materials. Some say that they can not get the latest version of the book or software which is needed to teach.

My 7th question was “**Are the training materials helpful for you?**”
In this question 100% students say yes and 80% say yes.

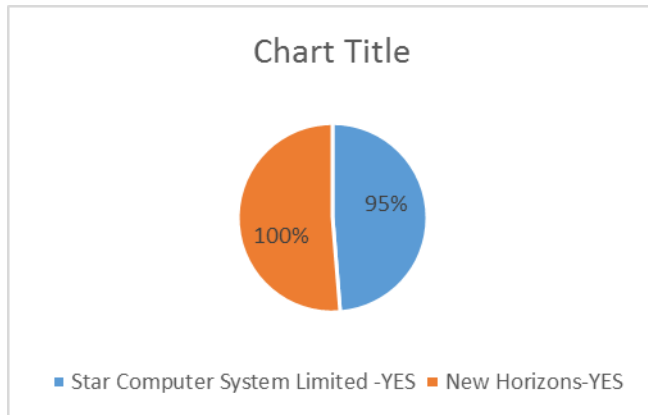


Finding: This question is to find are the training materials helpful for the students. In case Star Computer System Ltd. 100% students say yes the training materials are helpful for them. So there are no dissatisfaction about the training material in this coaching center.

In case of New Horizons 80% of the students say yes. They think that this material is enough for them to complete this course. But 20% say that they need more book, software or time to complete this course. The coaching center should concentrate on this 20% so that they are also satisfied.

My 8th question was “**Is the trainer motivating you?**”

In this question 95% students say yes and only 100% say yes.

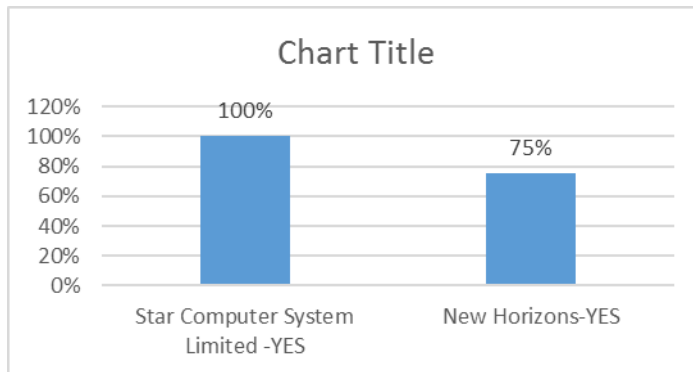


Finding: This question is to find the motivation level of the student in the coaching center. In case of Star Computer System Ltd. 95% of the students say yes they are motivated by the trainer. Because this company show career path for the students. After completing this course where they can find the job according to there subjects.

In case of New Horizons 100% say yes they are motivated by the training and the trainer. There are no dissatisfaction of the students. So that mean the coaching center is providing the right motivation to the students. They are guided by them. May be the trainer is not considering this thing.

My 9th question was “**Can the trainer make the class interesting?**”

In this question 100% students say yes and 75% say yes.



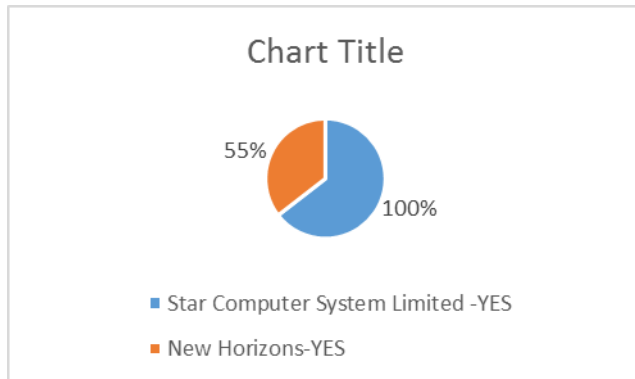
Finding: This question is to find that is the trainer make the class interesting. It also depends on the quality of the trainer. In case of Star Computer System Ltd. 100% students say that their trainer can make the class interesting. But no students is dissatisfied with it.

In case of New Horizons only 75% of the students say yes about making the class interesting to them. Other 30% say that no, they are not satisfied with the trainer to make the class interesting to them. Because the way the trainer was approaching to the students was not satisfactory. The students can not understand the teacher as good as the other 75% students do. So now the trainer

should ask the students that why they are not satisfied with him. By this they can make the class so interesting to them.

My 10th question was “**Are you satisfied with the course fee?**”

In this question 100% students say yes and 55% of them say no.

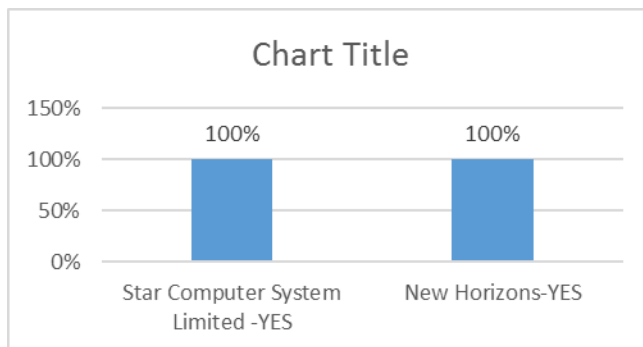


Finding: This question is to find the satisfaction of the students about the course fee. In case of Star Computer System Ltd. 100% of the students are satisfied with the course fee. Because they course fee is borrowed by the IBD department of the Government. It is a governemnt directed project.

In case of New Horizons 55% of the students say yes they are satisfied with the course fee. Other 45% are not satisfied with it. Because like the Star Computer student they can not give very little or no money as a course fee.

My 11th question was “**Do you want to complete this course from here?**”

In this question 100% students say yes.



Finding: This question is to find from the students that wheather they want to complete this course from their coaching center. In case of Star Computer System Ltd. And New Horizon 100% students find it is satisfactory for them. They want to complete their course from their desired coaching center. This is the overall satisfaction of the students in this question.

Summary:

From all these analysis I find that Star Computer System Ltd. Is much more acceptable than New Horizons. In the A, B, C type of questions students have given only A and B to Star Computer System Ltd. That mean this coaching center get only excellent and very good in these type of questions.

In the Yes/No type of questions I find that almost 100% students give yes to Star Computer System Ltd. than New Horizons. That mean almost all the students are satisfied with Star Computer System Ltd. But in case of New Horizons very little number of students are satisfied with this coaching center. Below is the overall difference between Star Computer System Ltd and New Horizons.

Overall difference

Q. no.	Star Computer System Limited		New Horizons	
	In Number	In Percentage	In number	In percentage
1	A(11)	55%	C(10)	50%
2	B(11)	55%	C(12)	60%
3	B(9)	45%	D(8)	40%
4	A(10)	50%	B(13)	65%
5	A(13)	65%	A(12)	60%
6	YES(19)	95%	YES(15)	75%
7	YES(20)	100%	YES(16)	80%
8	YES(19)	95%	YES(20)	100%
9	YES(20)	100%	YES(15)	75%
10	YES(20)	100%	YES(11)	55%
11	YES(20)	100%	YES(20)	100%

Chapter 05: Recommendation and Conclusion

5.1 Conclusion

Both Star Computer System Ltd. And New Horizons are doing well in the coaching field. There are many factors of judging the satisfaction of the students in these two companies. But I have chosen some factors and try to find the satisfaction of the students. From my findings I can say that if New Horizons and Star Computer System Ltd. Can follow factors which I have given as a recommendation then these company can progress in there coaching business.

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 center. 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.

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.

New Horizons is ranked in the top 5% in the industry for training quality and customer satisfaction as reported by an independent third-party learning and quality assurance company, Knowledge Advisors. Plus research shows that New Horizons training yields a 4:1 benefit-to-cost ratio, based on manager surveys of the improved performance and productivity of their employees immediately following New Horizons training.

5.2 Recommendation

After completing the internship in Star Computer System Limited I have some recommendation for this training and development in this company. These are

- **Emphasize training as an investment.** While the initial costs may seem high, stress within your company that training is a long-term investment in the development of your staff.
- **Target your needs.** Identify the specific skills you need to improve and the timeframe within which you'd like to meet your training goals to provide the optimal payback.
- **Encourage a learning culture.** Express to all employees that your organization cares about enhancing their skills and wants every worker — whether training or not — to remain competitive within their skill set.
- **Include management.** Bringing managers and company leaders on board with the new training initiative is a vital way to build support for the effort.
- **Start small.** Before rolling out a new program, test some aspects of your training system with a smaller group of people to gain feedback and fine-tune the process.
- **Select high-quality instructors.** Make sure the trainers hired are professional educators and that their materials can serve as valuable resources in the future.
- **Pick a good space.** A training location can strongly affect the quality of the learning, so make sure your training area has sufficient space and the necessary equipment, such as computers.
- **Clarify your goals.** Ensure that employees know the specific purposes for their training and how they connect to larger company goals. Remember to award those who perform well.
- **Make it a continuous process.** Don't limit your training to new employees, and try to bring in as many workers as you can who would benefit from additional training.
- **Track the results.** A training program won't be effective unless you monitor its progress. Choose a metric, such as productivity or profit, to help determine the return on investment for your training efforts and establish concrete results.

Appendix:

Annual Training Strategy

Annual Training Strategy is a training strategy designed annually for the employees in the organization. This strategy is used so that the employee can meet the organization goal effectively and efficiently.

Purpose and Scope

Ensure that all employees are trained in their respective jobs so that they can execute their responsibilities efficiently and effectively. This will ensure higher level of productivity and service. Induction training (internal) will be provided to all new recruited employee of the organization.

Assumptions for the Year

Here we make some assumption so that the total year can be covered with the timing and schedule of the training will be given to the employees.

Training Needs and Duration

This table is showing the training area, training type, possible number of employees' attendance, the duration in days or months and the possible time to start and finishing the training.

Training Methodology

Training methodology and approach to transferring knowledge is constantly reviewed and updated. We ensure that we bring the most up to date teaching methods and techniques to require training courses. To accomplish our training needs, training could be

- Group interaction,
- Power Point presentation
- Hand sound session
- Project implementation
- Experiential learning,
- Learning from trainer etc.

Training Schedule

The training coordinator will seat together with the training manager and prepare the training

schedule annually. This schedule includes the training name and the possible start date.

Budgets

It is one of the most important part of the annual training strategy. This budget part includes the expenses for the external faculty, external sponsored courses, equipment hiring, and infrastructure, PC / Hardware, Internal Faculty & Resources, Entertainment, External Training and the Approximate Budget for all of this things.

Resource Requirements

the resources required for doing the training in the organization are included the availability of the Training Coordinator, Equipment, Software for Training Activities, Classroom place, Training Material, Trainer, Other Utilities.

Responsibilities of the Stakeholders

In the organization there are different people with different responsibilities. These stakeholders with their responsibilities can do their work to develop the employees to meet the organization need.

Stakeholders	Responsibilities
Managing Director	Overall responsibilities for the development,
COO & Director	To ensure sponsorship & responsible for technical head to operate operation team
Project Manager	Project activities for multiple projects across all project phases, including initiation, planning, execution, monitoring, control and closure.
Training Manager	Monitoring all activities regarding Training & maintain liaison with top management
Training Coordinator	To execute & co-ordinate all training activities

Monitoring & Evaluation of Training Activities

Progress Reporting

Reporting Mechanism	Who has to generate	Recipients	Frequency
E-mail/ hard copy			

Evaluation of Training

Tool for Evaluation	Mode of Evaluation	Frequency
Feedback & Post training Analysis report	1. Interview 2. On the job performance 3. Examination	After conducting training

Configuration Management Plan for Training Activities

Configuration management deals with the configurable and non-configurable items. This means which items can be changed or cannot be changed during or after the training

Configurable items (CI)

- Annual training strategy
- Training strategy
- Employee skill matrix
- Training record
- Training schedule
- Training calendar

Non-configurable items (non-CI)

- Training nomination
- Training attendance sheet
- Training feedback
- Post training analysis
- Training status report

Different training materials

Employee skill matrix

The employee skills matrix is a very simple but very effective tool to assess the training needs of your organization, it is also a great guide as to the suitability of individuals for:

- Additional tasks
- Promotion (to a higher role)
- Team/group participation
- Suitability for a newly created position

And this is a great discussion tool when used in a performance review, where the employees training can be assessed, reviewed and mapped and this information can be transferred on to a performance appraisal form. Also the level of skills attained may assist in the salary review of the individual compared to other employees.

Training nomination

It is the first part of giving training. Training nomination is a form prepared for the selection of trainer to give training to the participants. This nomination can be given by -

- The board of directors.
- From the analysis of employee skill matrix.
- From the training manager.

Training attendance

During the training this attendance is taken from the participants and the trainer. There could be two trainer give training or lecture one after another. From this attendance we can understand that how many participants are attending this training.

Training feedback

After the training the feedback is taken from the participants about the training and the trainer. That mean was the training helpful or not. It includes training title, trainer name, participants name, the date and the venue. The course effectiveness can be measured by Objectives were achieved at the end of the programmer, Practice of concepts learnt (hands-on, exercises,

examples), Quality of Training Material, Presentation skills, Knowledge of subject, Handling of Questions, Administrative Arrangement etc.

Training record

To keep the training record we use an excel sheet where there are description with detail of all the training that was taken or going to be taken in the future. It includes Participant name, Designation, Training name, Trainer Name, Start Date, End Date and Status.

Training schedule

Here we find the schedule of every individual training that is taken or going to be taken in the future. It includes Training Title, Training Period, Trainer, Venue, Topics to be Covered, Date and Duration.

Training status report

This is very specific whether a training is conducted or not and also about the status of training. This includes Training Period, Prepared By, Prepared Date, 1. Training Activities (High Lights), Training Planned, Training Conducted (Y/N), Critical Feedback

Training calendar

Training calendar shows the training time and duration by date or hour. This calendar is monthly and the whole year is covered and make a draft of the year. The training calendar can be changed according to the requirement of the board of director or any other work is given priority. It includes Topic Name, Type of Training, Participants, Source (Internal / External), Planned Date, Actual Date, Status, No of participants planned, No of participants attended and Remarks.

Post training analysis

It is the last part of training from where we can understand the training effectiveness and feedback. It includes Training Title, Trainer's Name, Name of Trainee, Attended/Not Attended, Reasons Provided (If Not attended), Action To be Taken (If Not attended), Comments (If Not attended), Participant's Performance (If any test / evaluation conducted), Participants Overall Satisfaction (From Feedback), Comments on the participant's attendance/ regularity, etc., Mode of evaluating Effectiveness, New Skill Rating, Evaluated By, Evaluation Date, Remarks.

Different aspects of job performance

The human resources' training function plays an important role from the beginning of the employment relationship. At the same time, the development function of HR is equally important for the future of the employment relationship. Companies often fail to realize that the return on investment in training and development activities help support employers' goals for profitability, according to Paul Sarvadi, author of Entrepreneur magazine's May 2005 article titled, "The Importance of Employee Development."

Structure

Large organizations with HR departments typically have training and development experts on staff. In an HR department led by a vice president or director, there might be a training and development manager, as well as training specialists. Training and development managers collaborate with senior HR executives to determine the role that training plays in the strategic direction of HR and the overall organization. They are experts in adult learning theory, methods and application and they might be equally well-versed in organizational development. Training specialists are the ones who conduct classroom training, Web-based instruction and in-house workshops and focus groups.

Orientation

Providing orientation for new employees is a significant step in building a solid employer-employee relationship. Training specialists are responsible for coordinating new-hire orientation, leading classroom instruction for new employees and assisting them with the transition to a new work environment. Without training specialists to conduct orientation, department supervisors would be responsible for training new workers. Department supervisors may do very well training employees in their own departments; however, it could be difficult for a department supervisor to provide the kind of well-rounded orientation that new employees need.

Needs Assessment

The training and development staff is particularly adept at conducting needs assessments. They identify employee skill sets and determine the kind of training employees need to meet the organization's workforce and staffing goals. Needs assessments are critical for organizations in their growth phase because training an existing workforce saves the money of hiring new staff at higher wages.

Succession Planning

Succession planning refers to the HR function that identifies employees with the aptitude for higher-level responsibilities and prepares them to take on future leadership roles. Training and development staff play another important role in the handling the professional development component of succession planning. They build professional development activities based on

succession plans so there can be a smooth transition for employees climbing the corporate ladder.

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

- Software development
- Training
- HR policy

Questioner for Star Computer System Limited and New Horizons:

Star Computer System Limited

Level of marking:

A= Excellent

B= Very good

C= Good

D= Average

E= Bad

Q1. How does the coaching center look like?

A	B	C	D	E
11	6	3		

Q2. How is the environment of the couching center?

A	B	C	D	E
6	11	2	1	

Q3. Are you satisfied with the class time?

A	B	C	D	E
7	9	4		

Q4. Are the AC (Air Condition), Computer, Software working?

A	B	C	D	E
10	5	3	2	

Q5. Is the trainer attending the class in time?

A	B	C	D	E
13	2	4	1	

Q6. Are the training materials available?

YES	NO
19	1

Q7. Are the training materials helpful for you?

YES	NO
20	

Q8. Is the trainer motivating you?

YES	NO
19	1

Q9. Can the trainer make the class interesting?

YES	NO

20	
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Q10. Are you satisfied with the course fee?

YES	NO
18	2

Q11. Do you want to complete this course from here?

YES	NO
20	

New Horizon

Q1. How does the coaching center look like?

A	B	C	D	E
8	2	10		

Q2. How is the environment of the coaching center?

A	B	C	D	E
	8	12		

Q3. Are you satisfied with the class time?

A	B	C	D	E
	5	7	8	

Q4. Are the AC (Air Condition), Computer, Software working?

A	B	C	D	E
	13		7	

Q5. Is the trainer attending the class in time?

A	B	C	D	E
12	4	4		

Q6. Are the training materials available?

YES	NO
15	5

Q7. Are the training materials helpful for you?

YES	NO
16	4

Q8. Is the trainer motivating you?

YES	NO
20	

Q9. Can the trainer make the class interesting?

YES	NO
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15	6
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Q10. Are you satisfied with the course fee?

YES	NO
11	9

Q11. Do you want to complete this course from here?

YES	NO
20	

Reference:

1. New Horizon website <http://dhaka.newhorizons.com/home/groupid/268>.
2. Star Computer System Ltd. Website www.stargroup-bd.com/
3. Firoz Alom – Finance Manager (HR& admin)