**National University of Computer & Emerging Sciences**

**Karachi Campus**

**Professional Practices in IT**

**PROJECT REPORT**

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Introduction

The f ollowing project is related to i ntervi ewi ng an organi zati on of our choice: FOLIO3 and

asking them questions related to our course outl i ne f rom Professional practices in IT. The

questions we asked from the company are mainly focused on HR & A dministrative policies of

the company, How contracts work and what are the l egal bi ndi ngs the company has with its

employees, Di scri mi nati on pol i ci es of how employees f rom di f f erent backgrounds are treated

and the pol i ci es against di scri mi nati on and how the company protects mi nori ti es, Company

registration, about the company, and about individual employees grooming within the company.

Detailed answers of the questionnaire

HR & Administrative Policies

Question#01: How do you ensure your employees stay motivated?

The company provides incentives to the best performing employees. These incentives are usually

based on the time they have spent in the company. The incentives are allocated according to the

rules and regulations stated below:

o Employees with less than 3 years - 20-30% of salary

o Employees with more than 3 years - international tri ps

o Project completion - core team gets 10% bonus

These types of rewards keep a healthy and competitive work environment at the work place. The

employees also stay satisfied as they know that their contributions will be acknowl edged.

Q uestion#02: How do you deal with slackers?

FOLIO3 bel i eves that the empl oyees are a famil y. They have a very wel l structured Hi ri ng

process, so if the company hires an employee, they know is capable enough to work. There may

be some other reasons if someone is underperforming for ex ampl e there mi ght be a personal

problem they’re going through at the moment.

The company has an open office policy so the empl oyees can di rectl y communicate with thei r

managers and col l eagues about any hurdles they are f aci ng. This hel ps the empl oyees f eel

comfortable in the company, and helps build a stronger bond between the employees, making all

employees under the same roof live like a family.

Question#03: What are the key issues affecting team success? (both hindering and

boosting)

We feel that when an employee or team lacks motivation they underperform that is the reason we

have incentives based policy. The same policy helps the team productivity to boost as they get a

bonus for completing the project within a given deadline. This basically promotes the concept of

a reward: empl oyees perf ormi ng wel l get rewarded according to thei r performances. This not

onl y moti v ates the employees, but it al so makes them happy that thei r ef f orts are bei ng

appreciated in thei r workplace, and hence they work with increased productivity, and

determination.

Question#04: What conflict resolution techniques do you employ?

We have penned down very ex tensi ve HR pol i ci es regarding all types of conf l i ct and we sti ll

append to them as soon as we feel there is a need for a new policy. This is a better way to treat

problems according to the pre-stated by l aws. This prevents any conflict, or the idea of f avori sm

in the company: the laws and rules are the same for everyone.

Contracts

Question#05: How do you penalize breach of contract? Are there levels to it?

Breach of contract is penalized after measuring the damage it may have caused to the company.

Many of the small breaches are ignored but if it affects the company negati vel y we penalize by

deducting salary and the highest level is that we may take the employee to court. This promotes

the concept of punishment amongst the employees: the employees know that if they go against

the company’s laws, they will surely be punished for it, and the punishment may be as severe as

the company’s damage is.

Question#06: Do you require for all employees to sign an NDA?

Y es, every empl oyee who has the ability to access conf i denti al i nf ormati on or trade secrets is

required to si gn a reasonable NDA at the ti me of j oi ni ng, so that they may know the

consequences of leaking information to an unwanted source.

Discrimination Policies

Question#07: In the Islamic Republic of Pakistan, do you have policies to protect religious

minorities from discrimination in the workplace?

Y es, we hav e strict HR pol i ci es regarding rel i gi ous issues. Everyone has full rights to follow

thei r rel i gi ous practices, and offer thei r prayers in the prayer area. We encourage a di v erse

environment within the company. Violation of these HR policies, or arguments over other’s

rel i gi ous practices are not tolerated in the company, and the company will take strict actions

against it.

Question#08: Do you have policies in place against workplace harassment / gender

discrimination?

Y es, we have strict HR policies regarding harassment issues. Every gender is equal in the eyes of

the company, and HR and therefore we encourage everyone to respect each other’s differences,

and maintain certain workplace rules. Any person who violates these policies is at least fined but

he/she can also be terminated from the company.

Question#09: Does the company enforce a gender-biased wage gap?

We live in a society where there are f ewer f emal e workers compared to mal e workers which

make it look like men are preferred over women but that's not the case we offer the same pay to

both genders without any di scri mi nati on. Employees of the same experience and level get equal

pay. We encourage equal i ty by doing this, whi ch moti v ates even the mi nori ty (in number

according to gender) to work harder, because they know that gender will not be a barrier, and

that their growth will also be just as quick as others is and has been in FOLIO3.

Question#10: Does r el ation with any influential personality and/or a friend/colleague

reference affect the hiring process?

Like most of the companies, we al so have reference based hi ri ng system but it onl y gets the

candidate to the interview desk after that the hiring is made completely on the basis of meri t. We

don’t just hire employees over referral – thi s ref l ects a positive i mage of the company that it

prevents favourism, as well as it promotes equality amongst the canididates that are applying for

the available position.

Registration

Question#11: What is your company registered as? (Pvt. Ltd, Pvt. company, sole property)

FOLIO3 is registered as a Pvt. Ltd company.

Q uestion#12: Is folio3 a SME or a private enterprise?

With offices in 8 countries and around 600+employees, FOLIO3 is a private enterprise.

Company

Question#13: What company structure do you follow? (Flat or hierarchical)

We follow a hybrid structure. We have an open door policy but there is a limit to it, any

employee can approach his manager or director but not the person above that in the hierarchy.

This is to ensure that an employee can reach to his manager with no hesitations, or delays. It is

usual l y seen that employees in general are more comf ortabl e to reach to thei r managers when

there is an open door policy instead of the conventional appointment style. T heref ore, FOLIO3

al so keeps an open door policy for its employees, but limits the use of it to ensure it is used as

per need.

Question#14: Why do you think this structure is feasible for the type of company that you

ar e?

It gi ves members cl ear gui del i nes for how to proceed and al so mai ntai ns order and resolves

disagreements.

We are a software company and while coding people fall i nto hurdles that are solved mostly by

discussing with one and another so we encourage col l aborati on among the empl oyees of the

company.

Question#15: What is the workplace culture like at folio3?

As mentioned earlier we consider ourselves a big family which helps each other and back each

other. We have a very f ri endl y culture wi thi n the company. We i mpl ement a balanced

combi nati on of l eni ency and strictness which is the reason behind our loyal empl oyee base.

Maintaining a friendly relationship with the employees is important, because as comfortable the

employee gets while working, the more his / her productivity increases. But on the same hand,

limitations have also been given to ensure everyone knows their boundaries.

Individual

Question#16: How do you assess/motivate individual employees based on their strengths &

weaknesses?

Personal l y, we do not thi nk that the any empl oyee possess any weakness. However, we sti ll

organize sessions and seminars in regards to discuss productivity and ef f iciency on empl oyee

development. The participation and i nvol vement of workers in these types of sessions hel p us

determine about the strengths and weaknesses of each individual employees. We try to ev al uate

on many factors and not just the participation and involving in session. These parameters include

empl oyee moral e, his performance in the term, his working hours, and performance. If we

observe there is a need for a session on a parti cul ar topic then we organize the session for a

specific group of people.

Question#17: How do you align individual goals with project goals?

We as an organization have f aced numerous situations where the goal is not j ust for an

organization, but the empl oyee al so set up thei r own i ndi vi dual goal s with respect to each

projects. These can include, personal growth, enhancing their skillsets, having it as an add-on in

thei r resumes, so we allow empl oyees to set thei r own goal s. However, we j ust provide the

manager with the f inal goal of the project but each i ndi vi dual goal is set by the empl oyee for

hi msel f . We conduct training sessions for not onl y our employees but al so for our managers so

that they can become a better l eader and more i mportantl y, become a mentor. A fter the

i ndi vi dual goal is set by the employees, our team creates an actionable plan according to that.

Question#18: Are your employees allowed to work on personal projects on the side?

Yes absol utel y, there are numerous empl oyees in our company who have thei r own smal l

businesses running side by side their professional workplace. This al so include freelancing, and

working for their personal cl i ents in their leisure time. They can also work in their office hours

when there’s no other office work involved. So, yes the employees are allowed to work on

personal projects but it should not af f ect the productivity of the projects assigned by the

company. If there’s some contradiction in the working hours and if the efficiency of an employee

is compromised, then empl oyees are certai nl y f irst asked and are suggested to mai ntai n thei r

focus better on work and even if further required, then certain actions are taken as per the

company’s policies.

V alues

Question#19: What are the values of your company?

Innovation, teamwork, and open communi cati on are important to us. Our goal is to create

technology that makes people's lives better and has a si gni f i cant impact. So basi cal l y our

company innovates whatever the customer demands. We're more of a service provi di ng

company.

Question#20: Do the employees always finish their work on time?

Y es, our employees always finish their work on time, because we provide our employees a long

deadl i ne. In addi ti on, as mentioned earl i er, FOLIO3 gi ves its empl oyees the concept of reward

and punishment which is given according to their performances. Therefore, to get good benefits

and incentives, the employees are usually keen to complete their work within the deadline to get

their token of appreciation at the end of the month.

Recommendation and Suggestions

While conducting an interview in Folio3, we observed that they provide much more facilities to

thei r senior staf f than thei r j uni or staf f . They should have to treat equal l y and provide equal

facilities to senior and junior staff.

Another observation was that the staff is sometimes given complex tasks that requires additional

office hours to complete. This mi ght increase the frustration in the employees. Hence it is

recommended to give thi s addi ti onal task on a separate working day, or to assi gn thi s task

remotely on weekends, and reward the employee for the overtime service.

Another recommendation would be to include a sports area, or a longue where employees can sit

back, take a few mi nutes to rel ax . This will not j ust increase the company's good will in the

employees, but it will also keep them relaxed - which positively impacts the results.

Conclusion

FOLIO3 was the organization we i nterv i ewed. The questions asked were related to the

workplace norms f ol l owed by FOLIO3, i ncl udi ng every hierarchy in the organization from the

hi ri ng process of how things are done there, to rewarding and puni shi ng empl oyees on thei r

actions and performances, and at l ast how the organization mai ntai ns a healthy workplace

environment, its bond with employees, and a professional workplace such that the company’s

requirements are satisfied, and how the employees are motivated to work more productively, and

help the company keep growing at a steady rate as it has been for the past years.