**National University of Computer & Emerging Sciences**

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**Management Human Resource**

**Project Report**

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**1. Introduction**

**DIGGIT Software Solutions** is a growing tech company that provides innovative digital solutions to enhance businesses' digital presence. Their services include custom software development, web and mobile application solutions, and IT consulting. As a company with a workforce of 11-49 employees, **DIGGIT** is focused on scaling its operations while ensuring that its HR practices evolve to meet the demands of growth. However, the company faces significant HR challenges, particularly in **Employee Onboarding** and **Training and Development**, which are critical to maintaining an engaged and skilled workforce. This report examines these challenges in detail and proposes strategic, data-driven solutions.

**2. Interview Summary**

A comprehensive interview was conducted with the HR Manager at **DIGGIT Software Solutions**. The HR Manager shared valuable insights into the challenges faced by the company, particularly about **employee onboarding** and **training opportunities**. As a small-medium sized company, **DIGGIT** does not have the same resources as larger organizations, making it difficult to implement structured onboarding and training programs. The HR Manager highlighted that these challenges have led to **employee dissatisfaction**, **increased turnover**, and **slow productivity** during the initial months of employment. The HR Manager expressed a strong desire to improve these practices to ensure better employee integration, engagement, and retention.

**3. Identified Problems**

**Problem 1: Poor Employee Onboarding Experience**

**Challenge Description:**  
At **DIGGIT Software Solutions**, the employee onboarding process is informal and lacks structure, which leads to confusion among new hires. This is a common issue in small-medium sized companies, where there is often no standardized process for introducing new employees to the company culture, role expectations, or operational procedures. As a result, new employees struggle to understand their responsibilities and how their roles align with the company’s mission, which affects their performance and job satisfaction.

**Impact on the Company:**

* **Increased Time to Productivity:** Without a clear and structured onboarding process, employees take longer to become familiar with their roles and responsibilities. This delay in productivity impacts project timelines and operational efficiency.
* **Lower Retention Rates:** If new hires do not feel connected to the company’s culture or understand their responsibilities clearly, they are more likely to leave the company within the first year of employment. This increases recruitment costs and disrupts team dynamics.

**Problem 2: Lack of Training and Development Opportunities**

**Challenge Description:**  
Another significant challenge at **DIGGIT Software Solutions** is the **lack of training and development opportunities**. In a rapidly evolving industry like technology, employees need continuous learning and skill development to stay competitive and contribute to the company’s success. However, **DIGGIT** does not have a formal training program, and employees often lack the resources and support they need to enhance their skills or advance their careers within the organization.

**Impact on the Company:**

* **Skill Gaps:** Without proper training, employees may not have the necessary skills to perform their jobs effectively. This can create inefficiencies in project delivery, as well as missed opportunities for innovation and improvement.
* **Employee Disengagement:** When employees feel that they are not learning or growing professionally, their motivation to perform at their best decreases. This disengagement can affect team morale and overall productivity.
* **Higher Turnover:** Employees are more likely to leave an organization that does not offer opportunities for personal and professional growth. This results in increased recruitment and onboarding costs and a lack of continuity within teams.

**4. Proposed Solutions**

**Solution 1: Structured Onboarding Program**

**Description:**  
To address the **poor onboarding experience**, **DIGGIT Software Solutions** should implement a **comprehensive and structured onboarding program**. The onboarding process should be designed to provide new employees with a clear understanding of their roles, company culture, and expectations from the outset. This can be achieved through a combination of structured training, mentorship, and feedback mechanisms.

1. **Welcome Orientation:**  
   New employees should undergo a **formal welcome session** on their first day, where they are introduced to the company's culture, values, and key policies. This session should also outline the company’s expectations and help employees understand their roles and how they contribute to the organization’s success.
2. **Role-Specific Training:**  
   Develop a clear, **role-specific training** plan that details the skills and knowledge required for each employee’s position. The plan should include:
   * An introduction to the tools, software, and systems the employee will use.
   * Clear performance expectations, including key deliverables and milestones.
   * Ongoing assessments and feedback to ensure the employee’s progress.
3. **Mentorship Program:**  
   Implement a **mentorship system** where new employees are paired with experienced colleagues who can provide guidance, support, and advice. This mentorship should extend throughout the employee’s first 30 days to ensure they feel connected and supported.
4. **Feedback Mechanism:**  
   Collect feedback from new hires after their first month to assess the effectiveness of the onboarding process. This feedback can be used to continually refine and improve the onboarding program for future employees.

**Implementation:**

* **Month 1-2:** Design and document the **onboarding plan** and **mentorship structure**.
* **Month 3-4:** Roll out the program to new hires and collect feedback.
* **Month 5-6:** Review feedback and make adjustments to the onboarding process.

**Solution 2: Employee Training and Development Program**

**Description:**  
To address the **lack of training opportunities**, **DIGGIT Software Solutions** should invest in a **formal training and development program**. The company should create a culture of continuous learning by offering employees access to professional development opportunities that align with both their current roles and future career aspirations.

1. **Continuous Learning Culture:**  
   Foster a learning culture by encouraging employees to participate in **online courses**, attend **industry webinars**, and obtain **certifications** that are relevant to their roles. The company should provide access to platforms such as Coursera, Udemy, or LinkedIn Learning.
2. **Structured Career Development Plans:**  
   Develop clear **career development plans** for each employee. These plans should outline the employee’s career trajectory within the company and identify the skills and experiences needed to achieve those goals. Performance reviews should be used to assess progress and adjust development plans accordingly.
3. **Internal and External Training Workshops:**  
   Offer **internal workshops** led by industry experts on critical skills such as project management, software development, and leadership. Additionally, the company should partner with **external training providers** to offer specialized courses that address emerging technologies and industry trends.
4. **Training Incentives:**  
   Offer **incentives** such as **certification bonuses or career advancement opportunities** for employees who actively engage in training programs. This will help increase participation and motivation.

**Implementation:**

* **Month 1-2:** Research and establish partnerships with **training platforms** and **external providers**.
* **Month 3-4:** Launch the **training program** for employees and ensure they have access to relevant learning materials.
* **Month 5-6:** Monitor progress and gather feedback to evaluate the program’s effectiveness and adjust it accordingly.

**5. Company Feedback on Proposed Solutions**

After presenting the proposed solutions to the HR team **at DIGGIT Software Solutions**, the company provided the following feedback:

1. **Feedback on Onboarding Program:**
   * The HR Manager expressed enthusiasm about the structured **onboarding program**, acknowledging that it would help new employees integrate faster into their roles and understand the company’s culture more effectively.
   * They particularly appreciated the idea of **mentorship**, as this would provide new hires with clear direction and support. However, they highlighted that the **time commitment** for mentorship might be a challenge for existing employees, and further discussion will be needed on how to implement this without straining resources.
2. **Feedback on Training and Development Program:**
   * The HR team acknowledged that the lack of training programs was a major concern and welcomed the idea of creating a **continuous learning culture**. They appreciated the suggestion to use platforms like **Udemy** and **LinkedIn Learning**, as these tools could provide employees with affordable access to relevant courses.
   * The HR Manager raised concerns about the **budget constraints** for offering **external training workshops** and **certification bonuses**, and suggested that they might need to prioritize cost-effective online training solutions initially.
   * The HR team emphasized that they would need to **evaluate employee participation** closely to ensure that training programs align with the company’s strategic goals and employee needs.

**6. Conclusion**

**DIGGIT Software Solutions** faces two significant HR challenges: **poor employee onboarding** and **lack of training and development opportunities**. The proposed solutions—implementing a structured **onboarding program** and investing in a comprehensive **training and development plan**—are expected to greatly enhance employee engagement, job satisfaction, and retention. The company’s feedback indicates a willingness to adopt these solutions, though there are concerns regarding resource allocation, especially with respect to mentorship and training costs.