## Conduct onsite or off site programmes to improve English proficiency

Training and development department can provide English lessons for employees who require additional support to carry out work related tasks. It can be either in a form of on –site or off –site English courses.

On-site English lessons can be delivered by making use of internal resources- the employees who have good knowledge of English to volunteer to do after work classes to assist their other co- workers. If the option is not available, by hiring a trainer to conduct English classes during weekends or week day evening sessions would be an alternative. Off-site English classes can be delivered by sending the employees to language schools where they can learn faster.

By maintaining dictionaries of frequently used words and phrases in work related matters, and the meanings in mother language, English and Tamil would be another way to familiarize the work environment to the employees. Moreover, enhancement of using online platforms such as “Google translator, online dictionaries, Babylon” would be an advantage to keep the employees updated with latest knowledge and usage.

Encouraging employees to improve knowledge in English can be done through maintaining Libraries of both books and multimedia. Movies and various multimedia supplements are highly effective in drawing attention to tasks. Therefore encouraging employees to use DVD courses, and online courses, movies will help enhance knowledge in English.

* Maintain user manuals to the systems

As per the analysis, user manual on the system is only available for the current HRIS. A user manual is critical since it contains the functionality of the system. Thus it is important to request user manuals from the vendors, o create user manuals by the employees to maintain, so that even if a current employee leaves the organization, it is easy for a new recruit to use the system by using the manual. By making user manuals, knowledge can be shared widely on system usage.

* Establish a separate IT department

Markss HLC does not have a separate IT department to overlook the IT operations. A system coordinator/ support officers are not in place for support when an error occurs. Thus mostly the employees have to either go back to the manual system to complete the work tasks, or seek help from the IT system vendor which is time consuming and ineffective.

By establishing a new IT department recruiting employees with IT skills and knowledge would be an advantage in resolving many system issues and even to have in house development which will be more effective as the systems would be customized as required. Time consumption, and costs in resolving issues can be therefore minimized by having an internal IT department.