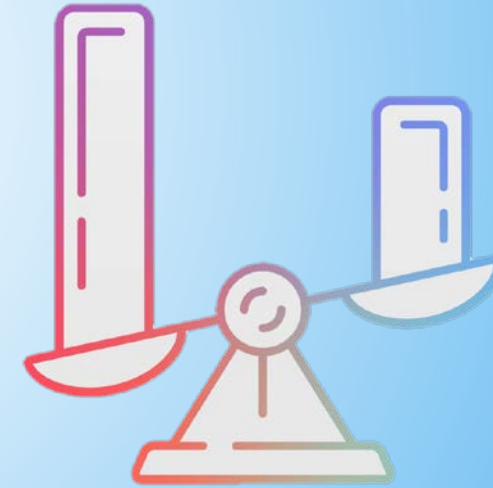


OBJECTIVES

- To assess the present status of the HR and ICT section of the organization
- To get learning and practices from other like-minded NGOs
- To disseminate the learnings among the staff in the organization



PARTICIPANTS & METHODOLOGY

Facilitators

1. Deputy Executive Director
2. Head-ICT

Participants

1. Assistant Directors - 2
2. Senior Coordinators - 2
3. RPC- 3
4. Project Coordinators – 2
5. Assistant Coordinator – 1
6. Area Managers – 2
7. ICT Managers – 2
8. Branch Managers – 4
9. Branch Accountant – 1
10. Assistant Manager - 1
11. CDO– 4

Methodology

- Key Informant Interview (KII)-with stakeholders
- Focus Group Discussion and workshop
- Meeting with External Facilitators

Venues:

COAST Bhola Center, Bhola
COAST Principal Office, Dhaka
Zoom Online Meeting

CONSULTANTS

MR. SANTOSH CHANDRA PAUL

Mr. Santosh Chandra Paul is the Director-Micro Finance and he is the 2nd in command in SSS-Society for Social Services. He has more than 33 years of managerial and service experience and plays active role for the development of SSS.

MR. ATIKUL ALAM POLASH

Mr. Atikul Islam Polash is now working in Dutch Bangla Bank Limited as Senior Software Developer. Formerly he worked in COAST Trust for 5 years and he has 15 years of experience working in ICT sector.

Main focus point of his work is software development both web app and desktop app.

MD. MOKBUL HOSSEN

Md. Mokbul Hossen is now working in Square Hospitals Limited as System Administrator. Formerly he worked as trainer in Creative IT, New Horizon and many other renowned IT training centers.

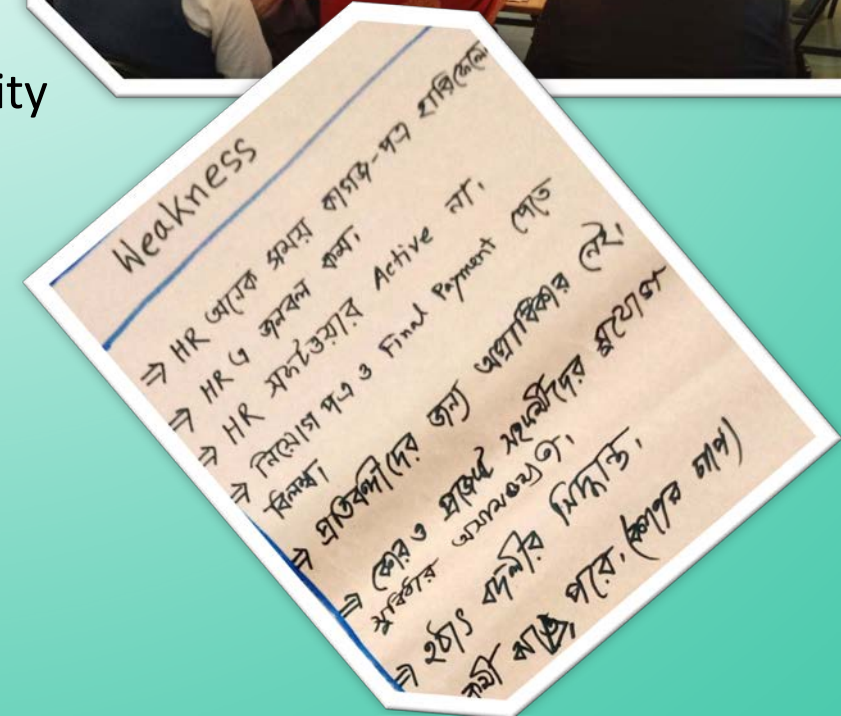
Main focus of his works are System Design, Development, Security & Networking.

HR STATUS SINCE INCEPTION VS NOW

| SI | HR status since inception | HR status now |
|----|--|--|
| 01 | Manual recruitment ads and 1 exam center | Online job publication and recruitment process decentralized |
| 02 | Old document handling | The most advanced document handling |
| 03 | 1 district, 17 offices & 150 staff | 11 districts, 120 offices & 1662 staff |
| 04 | 1 training center with minimum resources | 7 training centers with advanced resources |
| 05 | Female to male staff ratio was 20:80 | Female to male staff ratio was 40:60 |
| 06 | Top to bottom decision making process | Participatory decision making process |
| 07 | Limited staff benefits | Wide & versatile staff benefits |
| 08 | Principal office in Charfassion | Principal office in Dhaka |
| 09 | Minimum scope to retrain quality staff | Vast scope in retrain quality staff |
| 10 | 2 projects | 17 projects |

SWOT ANALYSIS (WEAKNESSES)

- Less female staff in senior position
- More time required for final payment
- Lacking active role in information exchange
- Lack of manpower in HR department
- Lack of opportunities for recruiting persons with disability



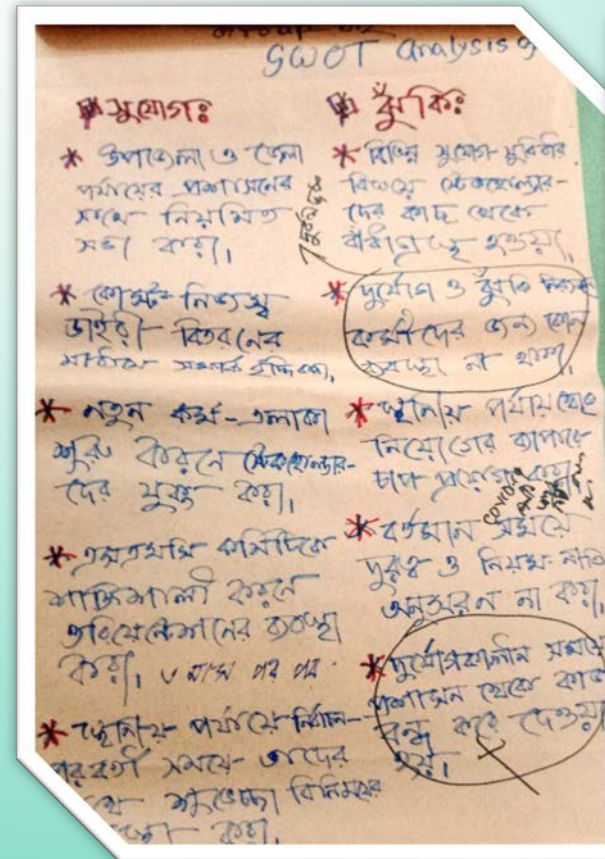
SWOT ANALYSIS (OPPORTUNITIES)

- ✓ Civil society participation and cooperation
- ✓ Highlighting activities in govt. level
- ✓ Communication with stakeholders
- ✓ Increase visibility
- ✓ Greeting elected bodies after election
- ✓ Frequent orientation to stakeholders
- ✓ Included PO leaders in GC



SWOT ANALYSIS (THREATS)

- Interference in recruitment by local leaders
- Information leakage & media influence
- Coastal areas are more prone to disasters
- Possibility of religious and political snub
- COVID pandemic
- Trying to set self issues (different facilities) when asking feedback from the stakeholders



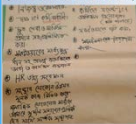
CONSULTANT'S SUGGESTION ON HR

- Staff recruitment can improve more.
- New staff should go through a long training process.
- Existing staff training should be increased.
- Should emphasize on training design.
- Staff retention can be improved by motivation and facilities.



THIS IS THE END OF
HR PRESENTATION

SWOT ANALYSIS (WEAKNESSES)



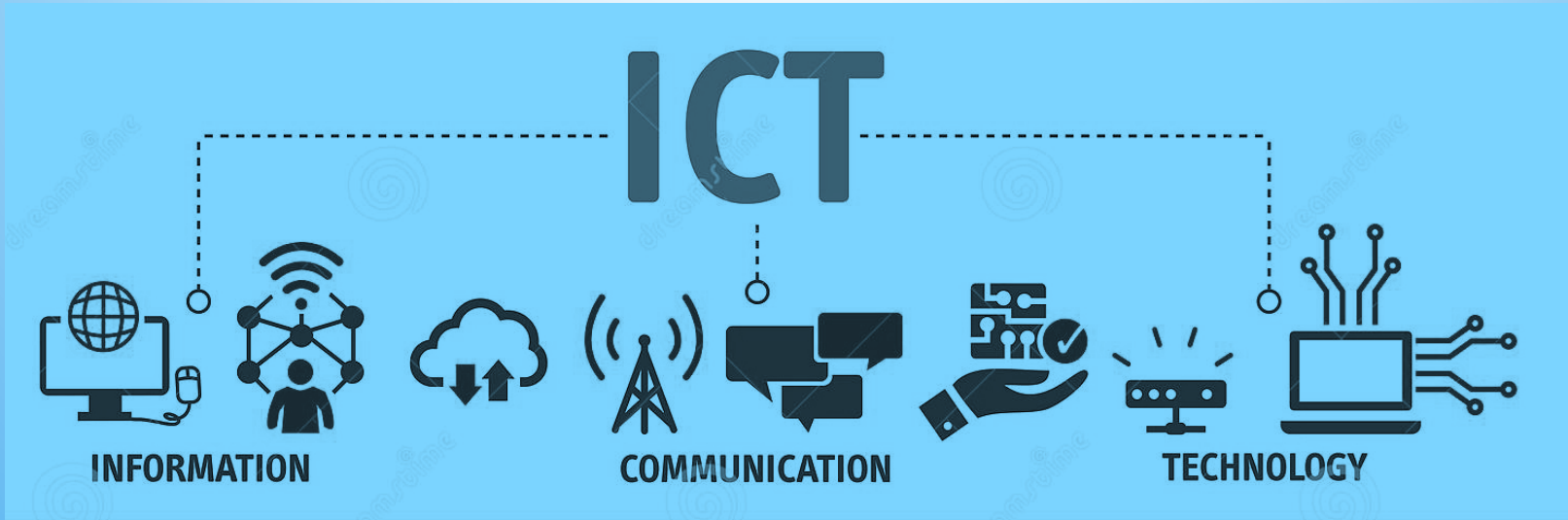
- ❖ Microfinance software goes under maintenance without prior notice
- ❖ Insufficient staff
- ❖ Staff with less skills in software operation
- ❖ Some software are slower then requirement
- ❖ ICT device repair/change takes more time
- ❖ Multiple e-mail ID causes miscommunication
- ❖ Staff lacking of knowledge in ICT equipment maintenance

ICT STATUS SINCE INCEPTION VS NOW

| Sl | ICT status since inception | ICT status now |
|----|---|---|
| 01 | Draft letter for all official communication | All communications are online based |
| 02 | All transactions were paper dependent | All transactions are tab and software based |
| 03 | Trainings were classroom and paper based | Trainings are now possible online also |
| 04 | Only 3 PCs with no telephone & internet | We even have 2 own community radios |
| 05 | ICT was merged in admin | Distinct department with own policies |
| 06 | Less security measures for safe transaction | ACK via SMS for every transaction |
| 07 | Limited way to mass communication | Quickest info exchange (FB, YT, TW& FM) |
| 08 | Unsafe data storage facility | Own websites, storage, mail & HRM servers |

Thanks to all



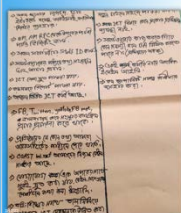


SWOT ANALYSIS (THREATS)

- ❖ Instable network in some rural branches
- ❖ Social media policies are very strict
- ❖ Female staff are prone to cyber bullying
- ❖ IT security measures are not adequate
- ❖ ID hacking can be a risk at any time
- ❖ Excessive dependency on digital lifestyle may affect the real life

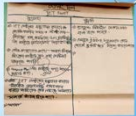


SWOT ANALYSIS (STRENGTHS)



- ❖ Distinct department with skilled staff and policies
- ❖ Equipped with own servers
- ❖ More transparent and quick reporting system
- ❖ Strong & effective monitoring system
- ❖ Websites with up-to-date & detailed information
- ❖ Centrally managed mobile communication system
- ❖ Most active in social medias with the help of CSO
- ❖ Every branch is well equipped with ICT equipment
- ❖ Ability to accommodate every staff in a single meeting

SWOT ANALYSIS (OPPORTUNITIES)



- ❖ Wide access in real-time meeting
- ❖ Anyone can have info and provide feedback on instant
- ❖ Quickest decisioning via online meeting
- ❖ Quick awareness based campaign/activity is possible
- ❖ Every possible communication technology is being used
- ❖ Open websites can ensure our accountability
- ❖ Aware every somity member via SMS

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SWOT ANALYSIS (STRENGTHS)

- ❖ ICT operates as separate department, has its own policies and managed by skilled staff.
- ❖ Inhouse server for HRM, Storage & E-mail.
- ❖ Most up-to-date website.
- ❖ More transparent and quick reporting system
- ❖ Centrally managed mobile communication system
- ❖ Most active in social medias with the help of CSO
- ❖ Every branch is well equipped with ICT equipment
- ❖ Ability to accommodate every staff in a single meeting
- ❖ Ability to connect all staff within 10 minutes.

⇒ সকল স্থানীয় ল্যাপটপ, মোবাইল ফোন, ওয়াইফাই ওয়াইলেক্স প্রিন্টার ব্যবহার।

⇒ B.M. AM RPC থেকে উপবর্তন পদবি পাঠ্য ডিভিডিও কার্ড।

⇒ সকল অফিসারের Staff ID কার্ড।

⇒ অফিসের সকল কর্মকর্তা মোবাইল ফোন ওয়াইফাই ব্যবহার।

⇒ ICT সেবা দ্রুত পাওয়া যায়।

⇒ কর্মসময়ে বিলাসিতা পাওয়া যায়।

⇒ অফিসে বিভিন্ন ICT কর্মী আছে।

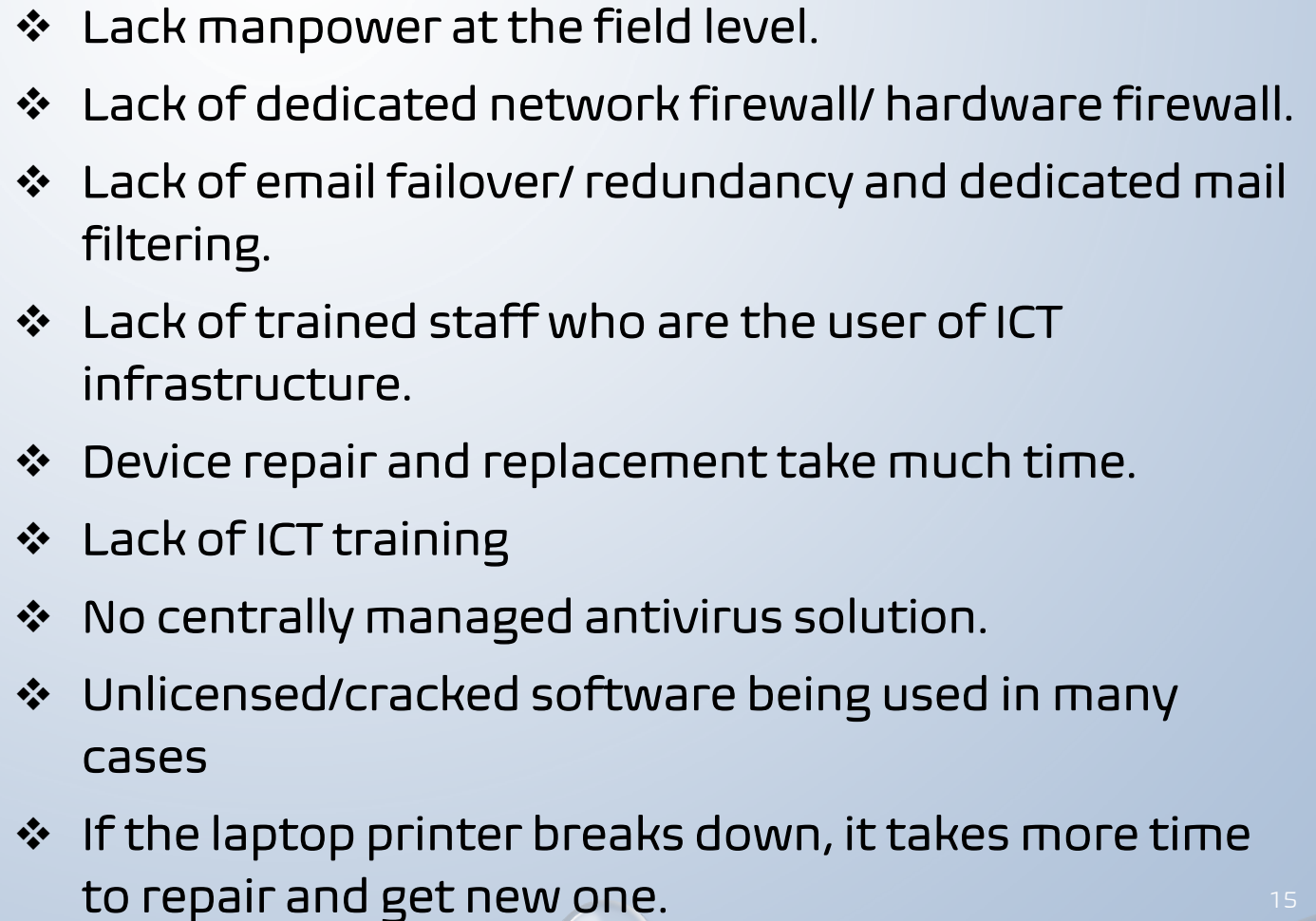
⇒ FB, Twitter, youtube, FB page, ই-মেইল, ওয়াইফাই, মোবাইল ফোন, ওয়াইলেক্স প্রিন্টার প্রদান করা থাকে।

⇒ প্রতিষ্ঠানের যে কোন তথ্য আমেরা ওয়েবসাইটের মাধ্যমে পাবে থাকে।

⇒ COAST bd.net আমাদের নিয়ন্ত্রণে আছে।

⇒ মোবাইল ফোন, ল্যাপটপ, মোবাইল ফোন, ওয়াইফাই, মোবাইল ফোন, ওয়াইলেক্স প্রিন্টার প্রদান করা থাকে।

⇒ বহিঃস্থিকার মাধ্যমে আমেরা প্রিন্টার, মোবাইল ফোন, ওয়াইফাই, মোবাইল ফোন, ওয়াইলেক্স প্রিন্টার প্রদান করা থাকে।



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০৩ নং দল
ICT SWOT

| সুযোগ | সুবিধা |
|--|---|
| ১। ICT সেটআপ দক্ষতার কারণে কোম্পিউটারের সমস্যা ও সেটআপ দেখা- বিশেষে সভা, কর্মসূচীমা ও প্রাঙ্গণ এবং মাঠে যাওয়াওয়ায় অসুবিধা ⇒ সেট সেটআপের মাধ্যমে আমরা নিজস্ব লিংকের মাধ্যমে দ্রুত সভা, সমিতির কাজে পারি। | ⇒ ব্যবহার ডিভাইস থেকেই সভা হোক হতে পারে। |
| ⇒ Group Mail এর মাধ্যমে তথ্য আদান- প্রদান করা, ইত্যাদি | ⇒ জমি, জল, ও প্রাঙ্গণে কোন প্রজেক্ট বা কাজের ক্ষেত্রে সভা করতে পারা |
| ⇒ ICT সেটআপ দক্ষতার কারণে নিয়মিত ওয়েবসাইট ব্রাউজিং করায় বাহিরের কেউ সহজে আমাদের সম্পর্কে জানতে পারে। | |
| ⇒ আমরা | |

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CONSULTANT'S SUGGESTION ON ICT

- A hardware-based network firewall is must to ensure security.
- Email filtering should be installed for safe emailing.
- Better to use genuine software.
- No user should have administrator privilege.
- Staff training on ICT should be increased
- Facilities for Non-Profit Organizations should be explored.
- Redundant e-mail server is a better to have.



Thanks to all

