

## EXECUTIVE SUMMARY

The Ministry of Defence is the responsible government body of maintaining the internal security and the national defence in the country. Sri Lankan Armed Forces are the overall unified military forces of the Democratic Socialist Republic of Sri Lanka encompassing the Sri Lanka Army, Sri Lanka Navy, and Sri Lanka Air Force and those military services are governed by the Ministry of Defence.

The MOD is responsible for all the administration functionalities of the three military forces especially and more importantly including the Human Resource Management and Development of the military forces officials including 16,375 (excluding other rankers) in numbers. The Defence Division of the MOD is the responsible division for this Military HR management process and only five staff officers and only twenty clerks carry out this huge responsibility. More importantly, MOD staff used to carry out all of those functions through entire manual processes due to the absence of an automated IT system with a centralized database including the details of the military officials, within the MOD.

In this context, the day to day operations of the HR administration of the military services through MOD Defence Division had become more complex and unmanageable and as a result, the MOD became inefficient and ineffective in service delivery. It directly affected the HR management of the military officials and affected badly to carry out their military and non-military duties smoothly. The situational analysis conducted to find out the positives and the negatives of the organization revealed a huge performance gap in service delivery related to the military HRM activities through the ministry.

Through this project, a solution for the above performance gap has proposed and an Integrated Military HRIS has developed and implemented in the MOD including all the personal and professional details of the military officers to get rid of more manual works which used to carry out by the MOD staff for military officials' HR management. Similarly, to enhance the efficiency and the effectiveness of the day to day military HR operations carry out by the MOD is the other key intention. It enhances the Knowledge Management aspects implicitly and increases the efficiency of the service delivery of the MOD related to the military HRM requirements.

The main objective of this Integrated Military HRIS project is to reduce the time utilized for manual data verification in the day to day HR activities carried out by MOD related to military officers and to retrieve personal and official information of the military officials

from this system instantly rather than spending more time to refer available manual records for higher level management decision makings without any delay.

Through a lengthy and hardworking collaborative research and development effort done by an IT team appointed by MOD including three services IT officers and officials from MOD along with the author, this Integrated Military HRIS has developed for the MOD. The above team has appointed to do the research and development, another separate team has appointed to maintain the system and the staff officers and support staff of the MOD Defence Division and three services were trained to use the HRIS for day to day military HRM related activities.

Finally, the Integrated Military HRIS has been launched in the MOD since 15<sup>th</sup> May 2017 and now the officers of the Defence Division of the MOD are using this. The quality of the service delivery has significantly increased and the HR management related functionalities of the military officers are being carried out by the MOD staff within significant lesser time utilization than earlier. This quality service and timely decision making process with accurate data retrieve from the HRIS, increases the productivity of the service delivery of the MOD. Similarly, it increases the satisfaction and the motivation not only the ministerial staff but also the military officers and it increases the productivity of the three military services in engaging with their military and non-military activities to achieve the national development goals.