

## **Executive Summary**

The management policy paper was compiled to analyze comprehensive description of the Department of Inland Revenue existing staff training policy. It was revealed that the department does not have comprehensive and written down training policy at present except the Service Minute. This study had revealed inadequacies in the current training policy and proposed recommendation for improvements for the department.

A questionnaire survey and focus group interviews were conducted to find out the status of the present training policy. A questionnaire was given to the officers of the department covering all executive job categories including SDCIRs, DCIRs and ACIRs in the department. The findings were further validated by the responses given in the focus group interviews. Related literature was reviewed by using the books, articles and web sites.

Many reasons were found during the study why the existing process is not effectively implemented across the department. Due to the fact that nonexistence of a written, comprehensive and standard staff training policy, different persons and branches were also undertaking training other than HRDU. It was revealed that no proper training need assessment, no sound design for training, no effective implementation and no proper evaluation mechanism found in the system.

Recommendations for improvement of current staff training policy were proposed by the writer for the above findings and also prepared an implementation plan in order to ensure an effective training outcome.