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## COVER PAGE AND DECLARATION

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## Introduction:

Human resources (HR) policies and practices are formalized commitments that represent how businesses treat their employees. Participants cannot perform tasks and activities in isolation, it is obvious inside the organization. In order to carry out various tasks and functions, they must arrange workshops, communicate thoughts and opinions, discuss points of view, and act in concert with one another. Collaboration and integration among members are considered as necessary for a stable and secure working environment. It is obvious that participants will need to form meaningful bonds with one another. HR policies and procedures are designed to foster a work environment in which employees may receive support and help in order to improve their self-esteem and trust. They have the capacity to adopt behavioral features that allow them to perform job tasks in accordance with the employer's expectations. (Michie, J., et.al, 2005)

HR policies and practices are often updated. They don't remain the same during the entire process. As a consequence of advancements and the increase of modernity and globalization, changes in HR policies and practices occur. When traditional manufacturing techniques are replaced by technical methods and computers, for example, HR practices and processes will inevitably alter. Human resources policies and procedures are intended to create an environment in which workers feel appreciated and motivated. Furthermore, there are a number of elements to be aware of that will aid in the successful execution of work responsibilities and the achievement of organizational goals. Personnel management, the implementation of training and improvement plans, the provision of housing, services, equipment, machines, tools, and technology, the encouragement of effective communication systems, the promotion of employee health and safety, and the creation of a friendly and pleasant working environment are all examples of this. As a result, developing methods and procedures that can successfully lead to the implementation of these factors is critical. (Gratton, L., et.al, 2003)

### 1. Samsung Inc. HR management policies:

#### **1.1. Background about Samsung:**

Samsung is a South Korean business that is one of the world's leading electronic equipment manufacturers. Samsung manufactures a wide range of consumer and industrial electronics,

including appliances, digital media devices, semiconductors, memory chips, and integrated systems, among other things. It has become one of the most well-known names in the technology industry, accounting for almost a quarter of South Korea's total exports.

Lee Byung-Chull started Samsung as a food trade shop on March 1, 1938. He began his company in Taegu, Korea, by selling noodles and other local products and shipping them to China and its regions. (The name Samsung is derived from the Korean word for "three stars.") Following the Korean War, Lee extended his firm into textiles, becoming Korea's largest woolen plant. He placed a strong emphasis on manufacturing in order to aid his country's postwar recovery. During that time, his company benefitted from the Korean government's new protectionist policies, which were designed to aid major domestic conglomerates (chaebol) by protecting them from competition and offering cheap financing. The corporation bought three of Korea's major commercial banks, as well as an insurance company and cement and fertilizer companies, in the late 1950s. Samsung bought other insurance firms, as well as an oil refinery, a nylon manufacturer, and a department store, in the 1960s.

To better compete in the textile business, the company extended its textile-manufacturing methods in the 1970s to include the entire line of production—from raw materials to finished goods. Samsung Heavy Industries, Samsung Shipbuilding, and Samsung Precision Company (Samsung Tec win) were all formed as new subsidiaries. During the same time period, the firm began to invest in the heavy, chemical, and petrochemical sectors, indicating a prospective development route for the company.

Lee Kun-Hee succeeded his father Lee Byung-Chull, who died in 1987. Samsung was divided into five businesses, with Lee Kun-Hee in charge of electronics and Lee Byung-other Chull's sons and daughters in charge of the other four. Because of its strong position in the South Korean economy, Lee Kun-Hee believed Samsung had gotten complacent and unprepared for global competition. "Change everything but your wife and children," he famously told Samsung executives. Samsung insisted on subordinates pointing up faults to their managers under what Lee called a "new management" philosophy.

Lee resigned as chairman of Samsung in April 2008 after being charged on accusations of breach of trust and tax fraud as part of a plan. He was found guilty of tax evasion in July, and he was fined \$80 million and sentenced to three years in prison with a suspended sentence. In December 2009,

the South Korean government granted Lee a pardon so that he could continue to serve on the International Olympic Committee and manage South Korea's successful bid for the 2018 Winter Olympics in Pyongyang.

In 2017, Lee Jae-Yong was sentenced to jail for bribing Park Geun-Hye, the former president of South Korea. He was freed in 2018 after serving a year of his sentence, which had been suspended. He was imprisoned again from January to August 2021, when he was paroled, after his suspension was overturned. Samsung was led by two, and eventually three, co-chief executive officers throughout Lee's stay in prison. Lee was also charged with financial offences in 2020 as a result of the 2015 merger of two Samsung businesses. According to the authorities, the valuations of the two businesses were altered to solidify Lee's full control over Samsung once he took charge. (Lee, C., Kang, et.al, 2019)

## **1.2. Samsung HR Policies:**

Because of ongoing worries about global competition, technological internationalization, and worker productivity, human resource management (HRM) has recently gained new significance. These market imperatives, it is said, force managers to modify the way they handle employment relationships in order to allow for the most efficient use of human resources (HR). Traditional ways to managing people, according to managers and academics, are ineffective and can no longer provide the goods. I Three aspects of managerial control must change: organizational design, culture, and HR policies and practices. Harnessing workers' full potential and producing the attitudes and behaviors considered necessary for a competitive advantage require three aspects of managerial control to change: organizational design, culture, and HR policies and practices. As a result, current management orthodoxy calls for a reorganization toward hierarchical structures, an expansion of job duties with increased employee autonomy, and administrative leadership to influence the workplace's more intangible components, such as beliefs, conventions, and values.

Samsung's key human resource practices Samsung is well-known for its concern for its employees. They give their workers a higher priority. Samsung employs the following procedures.

People are appreciated at Samsung: People are valued at Samsung, whether they are customers or employees. Samsung has preserved the company's culture and the atmosphere in which employees come to work and demonstrate their high degree of devotion. Samsung makes it simple for

individuals to do business with them or cooperate with them. They are putting out all of their efforts to meet the needs of their customers. Employee placement, assessment, and reintegration are all handled by HR.

Investing in people: Samsung has created a number of learning courses for its workers, as well as chances for them to study outside of the company. Staff from the designer Centre, for example, may be able to go overseas or work with more talented people.

Samsung establishes the Human Technology Thesis Prize. The goal of this reward was to find innovative and motivated young individuals who would lead the field of science for Korea's future, to stimulate collegiate research, and to raise awareness of the relevance of technology in society.

Employee development: Samsung operates in a talent-scarce environment, which is why they value their employees.

Inclusion and diversity: Samsung has a diversified culture. It brings together people from all backgrounds. Samsung's culture and standards have been preserved in such a way that everyone who works there believes the firm values them. Employees have a sense of ownership, and as a result, they are more committed to the business.

Samsung's strategic HRM model: Strategic HRM is formed from the principles of HRM and strategy. It adds the essential concepts of strategic capacity and strategic fit to the HRM paradigm, which focuses on strategy, integration, and coherence. Samsung employs the strategic HRM models listed below.

The HR department's role at Samsung The HR function's purpose is to help the business accomplish its goals by taking initiative and offering guidance and assistance on all employee-related issues. The primary goal is to guarantee that the company creates HR strategies, policies, and procedures that successfully address everything related to people's employment and growth, as well as management-workforce interactions. The HR function may play a critical role in creating an environment that allows individuals to maximize their abilities and reach their full potential, benefiting both the business and themselves. Essentially, the HR function offers the advice and services that allow businesses to accomplish their goals through the use of people. HR should be characterized by what it provides rather than what it does. (Mukherjee, A. S., et.al, 2020)

### **1.3. HR issues in Samsung:**

The majority of firms are hampered by personnel issues. They must be handled with care and precision. Samsung appears to have utilized a combination of best match and best practice approaches to manage its human resources. The objective of Samsung's Human Resources department is to maximize the company's human capital return on investment while reducing financial risk. Human resource managers carry out these responsibilities in a way that is efficient, legal, equitable, and consistent.

The absence of structured, high-quality human resource management tools is a major source of worry for Samsung. In the lack of well-structured structures and processes, the organizational community is unstable. Many bright employees have departed Samsung as a result of the company's culture. If the company does not have a complete HRM strategy that is aligned with its business plan, it will not be successful for long. (Chang, S. I., 2012)

## **2. HR policy proposal:**

### **2.1. Improve employee retention:**

According to research, excellent pay, insurance, and employment benefits aren't fully accepted if the employee doesn't have a good relationship with his or her first line supervisor. Employees should be regarded and valued.

- Courtship - addresses the early phases of the collaboration to assist Samsung, departments, and new employees get off on the right foot.
- Coaching entails orienting, mentoring, and directing, all of which are important in creating long-term commitment, as well as teaching, incentive, and education to create trust and competence.
- Communication - is the open, concise sharing of knowledge that, by connecting people and tasks, promotes high morale and a sense of participation and belonging.
- Compensation - In addition to compensation, employee perks will come in a variety of shapes and sizes.

- Collaboration - fosters a sense of community via shared experiences, responsibilities, and accomplishments when individuals collaborate on academic projects. Longevity is a result of developing a person who feels like a team player.
- Dedication - Empowerment, confidence building, regular input, thankfulness, commendation, and not taking an employee for granted are all areas where the HR department may demonstrate commitment. Employees will commit to them if the HR department commits to them.
- Continuous Improvement - An employee's technological obsolescence may be avoided by continuous growth, workforce progress, and updating credentials, experience, and skills. (Sato, Y., et.al, 2019)

## **2.2. More effective customer service practices:**

As satisfaction with human resource operations increases, overall employee satisfaction improves, resulting in increased work efficiency. Furthermore, an employee should have a higher degree of service to balance the scales (equity theory), and successful human resource management methods convey management expectations of strong customer service to workers.

### **- Development**

Relevant preparation and growth, as well as proactive performance monitoring, will increase employee competence and devotion to the customer experience and company goals. Preparation for employment and customer service, as well as general employee development, are critical in addressing employees' desire to complete their tasks successfully and their commitment to providing excellent customer service. Establishing organizational structures and procedures that support career progression is critical. Employees must make resources and counselling easily accessible, and performance evaluations must be honest and positive.

### **- Staffing**

Strategic staffing, human resource planning, and comprehensive systematic search and selection will be used to bring in candidates with the expertise and motivation to add value.

### **- Retention**

Positive and constructive interactions with coworkers and between management and employees affect employees' commitment to a business and willingness to go the additional mile. The link between management and staff performance as well as customer service Managers must assess their leadership style and readiness to engage in activities that are valued by workers, such as offering feedback, developing and awarding incentives, exchanging information, promoting collaboration, and treating people with respect and empathy. (Gabriel, A. S., et.al, 2016)

### **2.3. Use of technology to improve interoffice communication:**

**Integrate an email marketing system:** Email marketing systems aren't only for marketing departments; they're also used by HR departments. On average, employees spend 28% of their time reading and reacting to email. When HR teams have such a captive audience, employee data may be combined into automated mailings for occasions like as birthdays and job anniversaries. This increases employee productivity by making them feel special, while also saving HR departments time. It's a win-win situation for everyone.

**Automate date notification emails:** Another area where an employee portal may help with paper processing is with automated date notification emails. To guarantee that all employees meet the deadline, HR offices should utilize a system to track form completion status, identify who has completed the form, and send automatic reminder emails to all employees.

**Make employee request forms easily accessible:** Create an online employee portal where you can keep track of all of these sorts in one place.

**Communicate in a way that is mobile-friendly:** Employee engagement is becoming increasingly important in today's corporate landscape. (Shaukat, M., et.al, 2009)

### **2.4. Employee performance appraisal:**

A performance appraisal is a regular evaluation of an employee's job outcomes and overall commitment to a business. An annual analysis, performance review or measurement, or employee evaluation evaluates an employee's talents, accomplishments, and growth—or lack thereof. For the firm, we created a new performance evaluation. (Roberts, G. E, 2003)



### **3. Job listing:**

#### **3.1. Secretary:**

**Job Summary:** Respond to and acquire information from the general public, clients, tourists, and other interested parties. Provide details about the establishment's activities, as well as the locations of divisions, offices, and employees.

**essential job tasks:**

- Responding to, screening, and forwarding phone calls, as well as providing information, taking messages, and scheduling appointments.
- Greeting guests, establishing the nature and purpose of their tour, and leading or accompanying them to certain locations.
- Send information or records to customers by e-mail, mail, or fax machine.
- Analyze data in order to respond to inquiries from customers or the broader public.
- Give details about the company, such as where divisions or offices are located, who works there, and what services they offer.

**Job Context:** Indoor, climate-controlled setting; telephone; interpersonal contact.

**Knowledge, abilities, and skills:**

- a functional understanding of the concepts and procedures that go into providing client and personal services Customer expectations must be identified, service quality standards must be met, and customer loyalty must be evaluated.
- Word processing, handling files and papers, taking and sorting texts, and other office operations and terminology are all examples of administrative and clerical processes and systems.
- Understands written sentences and paragraphs of work-related literature.
- As needed for the audience's demands, effectively communicates in prose.

**Salary:**

- \$38,880 (\$18.69/hour) is the median yearly income. ( [U.S. Bureau of Labor Statistics, 2018](#) )

### **3.2. Marketer:**

**Job summary:** As part of the corporate growth activities, to lead the promotion of the Company's services, which includes: 1. studying, designing, and delivering marketing campaigns, as well as scheduling and incorporating promotional events. 2. Ensuring that the Company's website is informative in terms of business prospects, consumer requests, and future sales activity.

#### **Job Responsibilities:**

- Conduct research to determine the needs and expectations of clients (for example, patterns and preferences in the local/national market).
- Creating and implementing a marketing strategy for the firm that is in line with its goals.
- Producing and distributing marketing material in accordance with marketing strategy.
- Creating and implementing successful public relations and distribution strategies.
- Create systems for tracking and analyzing marketing tactics.
- Identify and evaluate significant competitors, and suggest methods to improve our customer experience.
- Organize events to promote new products or services.

#### **Knowledge, abilities, and skills:**

- Excellent listening and presenting abilities, as well as strong analytical and project management skills. Traditional and modern media approaches have been used in the past. Possess a friendly and accessible demeanor.
- The capacity to think creatively is exceptional.
- Experience in a comparable job or established sales/marketing knowledge and competence.
- Computer literate in Microsoft Office.
- Ability to work under time constraints in order to meet deadlines.
- Ability to interact effectively at all levels of an organization; ability to work as part of a team.

#### **Salary:**

- \$71,570 (\$20/hour) is the median yearly income ( [U.S. Bureau of Labor Statistics](#), 2018 )

### **3.3. Operations manager:**

**summary of the position:** The Operations Manager is responsible for overseeing and managing employees, encouraging interdepartmental cooperation, and assigning activities and resources as needed to ensure that programme operations are safely and efficiently managed.

**Essential job responsibilities include:**

- Manages day-to-day operations, such as human resources, client and public relations, infrastructure, and associated systems like IT and telecommunications.
- Ascertains that all activities are completed in a timely and cost-effective way.
- Organizational management systems, processes, and best practices must all be improved.
- By acquiring materials, organizing inventories, and supervising warehouse output, you may help the organization's activities stay lawful.

**Knowledge, abilities, and skills:**

- Work experience that can be proven to be related to the responsibilities stated on the job description, as well as effective application of business management principles, operational framework, workflow, and operating procedures, is necessary.
- Demonstrated dedication to sticking to a budget, including spending projections and implementing financial management rules and procedures.
- Strong leadership and organizational abilities, as well as the ability to interact effectively and professionally with the many elements of a dynamic community.

**Salary:**

- \$92,680 (\$36/hour) is the median yearly income. ( [U.S. Bureau of Labor Statistics](#), 2018 )

**4. Health, safety and wellbeing guide for the company:**

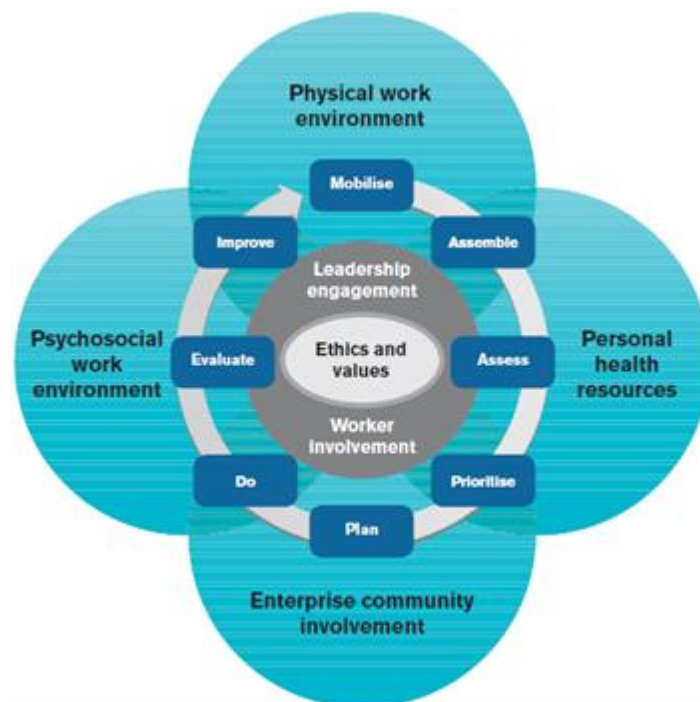
It's smart business to utilize the workplace to promote and support employee health and well-being, and it offers several benefits for both companies and employees. You'll need access to helpful tools and expertise to assist you identify employee requirements and design and execute plans in order to put in place an effective occupational wellness policy that meets your company's demands.

The Public Health Agency (PHA) recognizes the importance of employee health and well-being at work and suggests that individuals in charge of recognizing and reacting to employee needs establish an occupational health plan using the World Health Organization (WHO) method.

A healthy workforce, according to the WHO, is "one in which employees and management collaborate to utilize a continuous improvement approach to safeguard and promote the health, safety, and wellbeing of all workers, as well as the workplace's sustainability by considering the following:

- Concerns about health and safety in the physical workplace;
- Concerns of health, safety, and well-being in the psychosocial workplace, including work organization and workplace culture;
- Personal resources and health in the workplace;
- methods for employees, their families, and other members of the community to participate in the community in order to enhance their health.” ((Burton and WHO,2010)

The World Health Organization (WHO) has released a blueprint for safe workplaces that covers the four problems, an eight-step action plan, and the underlying principles that enable the creation of a healthy workplace.



Successful workplace wellness programmes may have a significant impact on the health and well-being of employees, employers, and the communities in which they live and work. Encouragement of occupational fitness, according to studies, improves the working environment and benefits the firm and its employees in the following ways:

- As a result of being present at work when sick, there was less illness-related absenteeism and inefficiency.
- The number of people who leave the company is decreasing.
- Employee motivation is higher, and the work atmosphere is better, resulting in more flexibility, better cooperation, and better resource use.
- Measurable improvements in product and service efficiency, as well as enhanced production and creativity.
- More credibility, which raises the company's profile and makes it more appealing as an employment. (Black, 2008)

### **Conclusion:**

Formal commitments are HR policies and procedures that address how employees communicate with their coworkers. Within the corporate hierarchy, members are assigned distinct job responsibilities depending on their professional abilities, competences, and aptitude. It is obvious that they must demonstrate a high level of expertise in order to perform work tasks effectively. Apart from that, it is critical that they learn about HR rules and processes. HR policies and procedures offer personnel of the company with clear instructions and direction.

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