COVER PAGE AND DECLARATION

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Introduction

Management of human resources is management of human resources or organizations. It seeks to attract, select, train, evaluate and reward staff, supervise the leadership and organizational culture of the business and ensure compliance with labor regulations. If employees are willing to conduct collective negotiations, the Department of Human Resources shall initially be in contact with representatives of employees.

In fostering overall success, the Department of Organizational and Strategic Information showed the need of proper human resources policies and processes.

The Resource Management Staffing Committee advises that staffing and employment rules, schedules of work, performance assessment standards and wage-benefit information should be included in the policies and procedures of the Organization.

In the first item, you feel uneasy about getting fired at any time; this is the problem of work insecurity, which is particularly problematic for people who have families and significant duties toward them.

This is not like the situations that can strike at any time, such as the Corona epidemic; picture being dispensed with in such a situation; it's really tough.

Even though the real working hour has passed, the employee who sits and monitors the job. He may not even request overtime in exchange for his stay, perhaps out of a desire to demonstrate to employers that he is distinguished and works hard when, in reality, he is harming himself and his coworkers who may suffer if he does not. They do the same thing and are accused of selfishness and a love of money.

Unfortunately, there is no insurance for the hazards that certain workers encounter at various job locations, particularly during the scorching summer months in the Middle East.

Off-road transportation can also be challenging at times.

It can be tough to apply the fingerprint while you are on the job, since you must arrive early to locate beehives, evaluate their performance, and meet their requirements.

Those who work in the workplace, in my opinion, should be excused from using the fingerprint since it disrupts the process.

In reality, work is not always dependable, as stated in the criteria. Friends and family, on the other hand, are the ones who gain the most from employment openings.

This, of course, has an impact on future job quality, and the remainder of the team may be obliged to put in extra effort to compensate for the lack of knowledge.

Some of the company's equipment is rather old, and there is no clear strategy in place to replace or refresh it at a specified period, which has an impact on future work quality and, in some circumstances, delays completion.

Not to mention modern equipment with greater technology that helps and saves time and money while also completing tasks quickly.

Q2

Staff <u>retention</u> is a method used by employers to reduce employee turnover and keep their most valued workers. This policy outlines the many methods a company may use to reduce employee turnover. There are several advantages to a business who wants to reduce employee turnover.

It turns out that retaining employees is more difficult than finding them. Employees, on the other hand, are a vital (and costly) investment in your company's future. So, if you want to establish a successful firm, you need to hire the proper people and keep them for the long haul.

It will take time and money to find a replacement for the employee (including recruitment and onboarding of new talent)

Employees that are left behind have a lower morale.

Productivity loss throughout the hiring and onboarding process

    4- Expertise and corporate knowledge have been lost.

<u>First</u> of all we can start Hire the right people.

That's a significant time and financial investment in hiring and training for only a few months of employment. That is why it is critical for businesses to invest in the appropriate people from the outset.

<u>Secondly</u>, we can Create a culture of recognition and feedback. Employees want to know that their efforts are acknowledged and appreciated. Building a culture of feedback and employee appreciation may also go a long way toward making workers feel seen and heard, reducing their desire to seek validation elsewhere. Here are some ideas for incorporating feedback and appreciation into your corporate culture by Use yearly and pulse surveys to obtain employee input, make an employee reward program and Regularly meet with workers.

<u>Last one</u> take action based on the results of exit polls. Exit surveys are a great way to obtain direct feedback from your soon-to-be ex-employees about why they're leaving and any recommendations they have for improving the firm. What you learn could surprise you.

Today's <u>customers are proactive</u> they conduct research and take command of their trip. They may either shout your praises on social media and other feedback channels, or they can express their dissatisfaction loudly and clearly.

Customers like to be treated as people rather than numbers. That is why, whether you are a startup or a multinational corporation, connections are so important. It's all about providing the finest customer service possible at every touchpoint in the age of digital-first experiences to build pleasant familiarity.

You welcome your clients by name when they come to you for service (buying honey or following some of their hives), so you have detailed information about them.

Finally, every client that interacts with the service is completely happy and enthusiastically refers your firm to family, friends, and on social media.

Empower each and every one of your employees.

With competitive compensation and benefits, it's critical to recruit the top people.

Provide a well-defined training and advancement plan. With a gamified approach to onboarding and continuous education, you can make your work more enjoyable.

Customer expectations must be managed.

Be open and honest with your consumers. Tell them exactly what to anticipate and strive to surpass their expectations. Customers will remain loyal to your firm if they perceive that you are ready to go above and beyond for them.

Make the relationship more personal.

Agents can easily track client preferences and history by acquiring, organizing, and analyzing data.

Customers can be met anywhere.

Customer service issues are commonplace. Find out where your consumers are and how they like to communicate with you via phone, SMS, social media, live web chat, online forums, and a number of other methods.

Put your clients first in all you do.

Implement these customer service best practices to begin your road to long-term, mutually beneficial partnerships.

Maintain your concentration.

Define your company's customer service standards clearly, and then make sure that everyone, from the CEO to the newest customer service worker, is focused on the client. Maintain open channels of communication within your organization.

Give your agents the tools and resources they need to deliver exceptional service, and reward them when they do. Customers are the lifeblood of your company, and focusing on them is the finest practice of all.

Sales, servicing, administration, accounting, and other divisions are common at security dealers.

Interoffice communication is critical for success since these departments are in constant contact. Office communication may be made simpler with the use of technology solutions.

Strong customer management software may help a small firm foster communication. Salespeople and field technicians will feel more linked to the office's administrative staff as a result of this. Field workers may stay connected using mobile apps. Our field service software keeps field personnel informed about their daily work plan and can be quickly changed by the office to avoid misunderstandings.

Use Google Hangouts and other similar technologies.

To communicate information and ideas, a small firm could utilize email, instant messaging, texting, and an office intranet. We, for instance, utilize Google Hangouts.

Speed is provided through technology. Communication tools may be used to report information to the rest of the organization as soon as a query or problem arises. Fast communications guarantee that everyone in the company is on the same page and that no one is utilizing obsolete resources.

What's better for interoffice communication: formal or casual

Internally, it is critical to provide essential corporate information in order to maintain continual contact among team members.

You may also want to keep your corporate emails professional. Some businesses employ chatbots for informal online communication before insisting on meetings with a set agenda and formal discussions.

Interoffice communication is aided by keeping a record.

Formal correspondence should be kept in the company's software system.

Any information gathered during employee interactions that has the potential to influence business operations or customer service must be documented.

Support Notes may be logged using Cornerstone software, which keeps a complete record of customer and employee contacts. Reporting data from conversations will not only establish a clear history that other members of your team may refer to, but it will also assist in times of uncertainty between customers and businesses, as well as between business workers.

Regularly schedule interoffice meetings.

Technology and internet resources are fantastic.

Webcam meetings may significantly assist re-establish human relationships, especially with today's tendency of working remotely. Zoom meetings provide more intimate, face-to-face interactions. Body language and emotional inflection will supplement visual communication. It's the simplest method to get a read on your team and figure out what information and communications they value the most.

Add an email marketing system to the mix.

Marketing departments aren't the only ones that benefit from email marketing platforms. They can also be used for internal messaging by HR. Employees spend 27% of their time reading and replying to email on average. Employee data should be included into automatic mailings for occasions such as birthdays and work anniversaries because HR staff have such a captive audience. This improves employee morale by making them feel unique, as well as saving time for HR departments. It's a win-win situation.

Forms for employee requests should be freely available.

When it comes to forms like PTO requests, cost reimbursements, office supply requests, complaint forms, and others, excessive paperwork is a common cause of frustration for employees and human resources.

One solution is to build an online employee portal where all of this paperwork may be housed in one convenient spot. Employees won't have to go through their inboxes or look for paper copies of forms

strewn about the workplace, and HR professionals won't have to follow the status of each form submission. It's a simple procedure for everyone.

Use messages that are mobile-friendly.

In today's corporate world, employee engagement is becoming increasingly crucial.

HR staff must think outside the box to engage with workers in order to enhance this.

Your team should invest in virtual messaging and mobile employee engagement solutions since employees demand succinct information that is quickly available from their mobile devices. HR communications are no exception. People expect to be able to access and interact with everything and everything on their mobile device.

Staff Performance Appraisal, an annual procedure mandated by Policy–Staff Performance Appraisal, may be done with a number of templates. Supervisors can alter the templates to build a set or sets of evaluation forms that best match the sorts of roles held by the employees in their department.

For the greatest outcomes, an employee's performance should be reviewed and feedback on a frequent basis throughout the year. Regular meetings between the employee and the supervisor should be held to address job goals, the employee's thoughts and proposals for improving department performance, individual performance expectations, and future developmental requirements. Supervisors should create work performance criteria based on the current job description of their workers and convey these standards to them when they start their new job or when the job description is revised.

Supervisors must do a comprehensive official performance evaluation on each of their regular staff members every year using the instrument created and furnished by the Office of Human Resources. Unless the Executive Director of Human Resources has granted an extension, each employee's appraisal must be done and completed.

Based on the employee's job description, responsibilities, duties, and goals, this official yearly assessment is meant to help the employee define accomplishments, offer ideas for departmental improvements, and aid the person in improving performance.

A self-review of performance is required as part of the evaluation process, which must contain a written description of the employee's aims and objectives for the appraisal period, as well as a summary of actual achievements during that time.

At the supervisor's option, more formal assessments could be done.

Appraisals of Staff Employees During the Probationary Period.

As of the 90th day and 30 days before to the conclusion of the employee's probationary term, supervisors must conduct two formal performance assessments on all such workers. Any extension must be granted by the Human Resources Executive Director.

Following the end of the probationary period, supervisors will conduct annual performance evaluations.

All performance appraisal documents are to be kept confidential to the greatest extent possible with access limited only to those individuals on a business need-to-know basis as appropriate.

A copy of each completed Performance Appraisal Form and goal review shall be placed in the employees personnel file.

The Office of Human Resources will periodically review performance appraisals for Equal Employment Opportunity compliance issues and bring any concerns to the attention of the President.

A supervisor should contact the Office of Human Resources as soon as possible if an employee's performance deteriorates, since this may result in a performance assessment grade of "Below Expectations." Prior to the evaluation Employee Corrective Action and Disciplinary Action, a draft of the performance appraisal should be given to the Office of Human Resources for approval by the supervisor.

Before leaving a post, a supervisor is expected to document employee performance. When an employee's supervisor changes, the employee's goals/duties, performance standards, and expectations from the last written performance evaluation are usually revisited. Any modifications to the previously stated goals/duties, performance standards, and expectations shall be discussed and documented by the new supervisor with the employee.

Each employee shall receive a fully signed and executed copy of their completed Performance Appraisal Form from their supervisor within seven business days after the meeting between employee and supervisor has taken place.

If a post-probationary employee disagrees with their written performance review, the employee may attach a response to the performance review, request reconsideration by the next level supervisor, or contact the Office of Human Resources for assistance within 30 calendar days of the date the employee's supervisor signed and presented the Performance Appraisal Form. The next level supervisor makes the ultimate decision, considering any attached answers, reconsiderations, and/or Office of Human Resources recommendations.

Q3

In Kuwait, a <u>secretary</u> receives a monthly pay of 580 Kuwaiti dinars. Salaries range from 300 K.D (lowest average) to 900 K.D (highest average) (maximum salary).

Work perks such as housing and transportation are included in the compensation. Salary is heavily influenced by the individual's experience and other variables. The pay disparities are broken down in the table below.

One of the most essential variables in determining compensation is work experience. With the passing of time and the acquisition of experience, it is common for salaries to rise.

As a result, for the profession of "secretary," we will establish a scale and salary differentials based on the number of years of experience.

The average monthly pay for (Secretary) with less than two years of experience is 350 dinars.

An employee with two to five years of experience gets 460 dinars, a 34 percent raise over a worker with less than two years of experience.

We will boost the pay of individuals with five to 10 years of experience to the equivalent of 600 dinars, which is 30% more than those with less experience.

When a "secretary" has more than 10 years of experience, we will increase his average wage to 730 dinars, or 21% more than someone with less than ten years of experience.

The average income for individuals with nearly fifteen years of work experience will be 800 dinars, which is 9% more than the earnings of those with less than that experience.

Finally, we will pay an employee with more than twenty years of experience a monthly wage of around 840 dinars, which is 5% higher than someone with fifteen to twenty years of experience.

It is self-evident that a degree affects pay.

As a result, we'll create a framework for determining a "secretary's" compensation based on educational attainment. The monthly pay of a "secretary" is roughly 410 dinars if the educational level is "school certificate."

A person with a professional certificate makes 590 dinars each month, which is 43 percent more than a school certificate holder.

A bachelor's degree allows the holder to a monthly income of 810 dinars, which is 38% higher than that of a professional degree holder.

We will create a strategy for the company's marketing, which will cost around 870 dinars each month. Salaries range from 340 dinars (the highest) to 1,880 dinars (the lowest) (the upper limit).

Of course, some perks are included in the pay given.

For example, they should have complete health insurance, an extra commission for selling a specific amount of items, and a minimum of 30 days of yearly vacation.

Foreigners, of course, are entitled to a ticket every two years.

Work experience is, without a doubt, one of the most essential criteria in determining the worth of a pay. With the passing of time and the acquisition of experience, it is extremely common for salaries to rise.

People with less than two years of experience (marketers) earn an average of 920 dinars a month. Employees with two to five years of experience will be paid 1,130 dinars, which is 23% more than those with only two years.

Those with five to 10 years of experience will earn 1,600 dinars a month, which is 42% more than those with less experience.

We will provide a monthly salary of 2,620 dinars to the individual in the position of <u>operations manager</u> in Kuwait (the monthly average).

Salaries should be in the range of 1,260 K.D (lowest average) to 4,120 K.D (highest average) (maximum salary).

Work perks, such as housing and transportation, are included in the pay stated, which are higher than in the preceding two positions (he gets a paid car).

In addition, the remuneration is heavily influenced by the individual's experience and other variables. We'll go through the variations in pay in more depth below.

In addition, the individual and his family are covered by complete health insurance.

A set bonus and annual travel tickets.

The average monthly wage will be 2,730 dinars, which indicates that half of individuals employed as "operations managers" will earn less than 2,730 dinars, while the other half will earn more than 2,730 dinars.

One of the most essential aspects in determining the compensation value is work experience. With the passing of time and the acquisition of experience, it is extremely common for salaries to rise.

People with less than two years of experience (Operations Manager) earn an average of 1,470 dinars per month.

Employees with two to five years of experience earn 2,090 dinars, which is 42 percent more than those with only two years.

Those with five to 10 years of experience will be paid 2,750 dinars, or 31% more than those with less experience.

When an Operations Manager has more than 10 years of experience, his compensation rises to 3,370 dinars, or 23% more than someone with less than ten years of experience.

After fifteen years of experience, the income will rise to 3,590 dinars, which is 6% higher than those with less experience.

Finally, an employee with more than twenty years of experience receives a monthly pay of 3,930 dinars, which is 10% higher than someone with fifteen to twenty years of experience.

Q4

What is the definition of a Health and Wellbeing Policy?

A workplace policy focusing on health and wellness makes a clear and positive statement about the importance the company places on its employees' health and well-being.

It is a very practical and official means of stating that the company is concerned about the health of its employees.

If your company has a health and wellness committee, one of its responsibilities might be to create a policy that is recognized and supported by senior management. On this proposed policy, all workers should be consulted. Once approved, the policy forms an important part of your program's basis. The final policy and its goals should be communicated to all employees.

The Health and Wellbeing Policy of your company might be incorporated into your existing work health and safety policy handbook as well as the induction process.

It's possible that your policy contains: -

1- A written statement of the company's commitment to health and well-being.

2- Specific program goals and objectives that are both reasonable and measurable.

A breakdown of important groups' duties, such as management, the organizing committee, employees, and outside suppliers.

Example Policy Objectives:

To create and maintain a work environment and culture that encourages employees to make healthy lifestyle choices.

To raise worker awareness and understanding of health and wellness problems as well as good lifestyle choices.

Enable workers to take part in a variety of activities.

Policy Objectives as an Example:

To encourage employees to be more physically active by providing chances for them to do so at work (including, when appropriate and possible, minimizing sitting time).

To promote healthy eating habits in the workplace by improving physical environments such as food storage and preparation, food availability and supply, and education.

• To promote a smoke-free workplace and to assist employees in quitting smoking.

• To promote social and emotional well-being among employees through workplace rules and practices.

• To offer workers with information and tools to improve their understanding and awareness of critical health topics, such as the dangers of alcohol usage.

Policy Responsibility as an Example Workers are urged to do the following:

• Become familiar with this policy and, if necessary, seek clarification from management.

• Keep this policy in mind while doing work-related tasks and whenever you represent the company.

• Assist coworkers in becoming aware of this policy.

• Assist in creating a safe, healthy, and supportive workplace for all employees.

Managers are responsible for ensuring that all employees are aware of the policy.

• Assist in the execution of this policy, including its aims and objectives, by actively supporting and contributing.

• Oversee the policy's implementation and evaluation.

Policy Communication as an Example:

• During the induction process, all new employees are given a copy of this policy.

• All members of the organization have easy access to this policy.

• Workers are notified when a certain action complies with the policy.

• Employees are given the opportunity to actively participate to and provide input on the policy.

• All modifications to this policy are communicated to employees.

Example of Policy Review and Monitoring:

This policy will be reviewed six months after it is implemented, and then once a year thereafter. The policy's efficacy will be determined by worker and management input, as well as a review of the policy by management and committee to see if the objectives have been accomplished and to identify hurdles and facilitators to further policy implementation.

Conclusion

This is why we do our utmost to accomplish our best, thus I truly like how this wonderful subject

concluded. After working hard to get the firm and its workers in full control, we hope that these

features will provide the company employees growth and development to break out and compete

.with the market

We do science since it leads to innovation, changes and further scientific development. We are

.engaged in scientific study

In case of uncertainty, we are trying to carry out our studies and come up with viable answers to

.make a difference in whatever we do

To maintain pace with future research and to integrate fresh ideas in the ongoing hunt for new

.results, past failures have to be avoided and learnt from them

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HR policy of the company

1- Work is done on an as-needed basis. This phrase emphasizes that you or the employee can end the employment relationship at any moment and for any reason, as long as the cause is legal.

2- Classifications of work. Because an employee's classification might determine eligibility for benefits and overtime pay, it is best practice to explicitly identify employment classifications such as full-time, part-time, exempt, or non-exempt.

3- Benefits for time off and leave. These policies cover a company's policies and processes for holidays, vacations, sick days, and other forms of time off.

4- Safety and well-being. Employees are required to report work injuries immediately under safety regulations, which include safety and emergency procedures. In addition, several Occupational Safety and Health Act rules mandate that businesses have particular plans and programs in place in the case of certain workplace risks. For example, traveling to the sites dressed as a beekeeper or being stung by bees and others.

5- Employee behavior, attendance, and punctuality are all important factors to consider. Employees must be ready to work at their planned start time each day, according to attendance standards, which also include processes for notifying the firm of an unexpected absence or late arrival.

6- Forms for hiring. A job application and a candidate assessment form are two forms that can assist you find competent applicants throughout the pre-hire process.

7- Receipt of property belonging to the firm. If you provide staff equipment, tools, or other business property, use this form to keep track of what you gave them. This can aid in the return and accounting for all property at the time of separation.

8- performance and self-control. Keep track of all good and bad performance and disciplinary occurrences. Annual performance evaluations, awards, promotions, and disciplinary action, such as written and spoken warnings and performance improvement plans, are all examples of this.

9- Expenses related to the business. Have workers keep an expense record and submit reimbursement claims in writing if they travel for work or incur other business-related costs.