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Introduction

According to Flippo, "HR management is the planning, organizing, compensation, integration, and maintenance of people to contribute to organizational, individual, and societal goals." The nature of personnel management includes the function of staffing, development, and compensation – these functions are mainly performed by the personnel department in consultation with other departments. Hr Management is an extension of general management, it is concerned with encouraging and motivating the competent workforce to make their full contribution to this concern.

HR management focuses on work rather than long schedules, plans, and methods of work. People's problems and grievances at work can be resolved more effectively through rational employee policies. It is based on human orientation. It attempts to help workers develop their full potential for anxiety.

It also motivates employees through effective incentive schemes so that employees offer full cooperation. Personnel management deals with the human resources of interest. In the context of human resources, it manages both individuals and blue-collar workers.

HR policies in my company – Falcon Security

I am working in the Unique Security company, one of the biggest security companies that provide different security services to its customers. The Company has around 400 employees in different departments and levels.

The company has many different policies to avoid a lot of headaches while dealing with the employee issue, especially what is related to the work environment, such as taking annual leaves, vacations, and pay rises. The following are the policies regarding different subjects:

Employment Contract: We often hear that there is a conflict between the worker and the employer, and almost no facility is left without this problem, whether the dispute has developed to the judiciary or ended before it, but what is the main reason for this conflict? Is it from the worker or the employer? Why that we need a contract that clarifies the rights and obligation of the employees in the unique security company amount of 400 employees only a few managers and supervisors have an official contract the low and medium levels has no contract, so when there is any kind of problem between the management and the employee.

Annual vacation: after working hard for many months thy employees will need to take a kind of long paid vacation which is applicable all around the world, in Unique security despite the company declaring a 21 days-vacation not everyone gets it and when someone gets it may not be a long one it could be a couple of days only because there are not enough employees and his work be accumulating until he comes back and does it by his self which it will put the employee under more pressure.

Annual pay rise: The annual bonus is an increase every year to the salaries of employees and retirees in general, according to the employees' grades and salaries, so that the employee's salary increases every year at a fixed rate until he retires from work. As for retirees are fixed at 3% for everyone who retires. This allowance is an inherent right acquired by the system's text, and it is an integral part of salaries and pensions. This is applied in many countries of the world but unfortunately in Unique security, there is no clear policy regarding that, some of the employees have been working in the company for 13 years during the COVID 19 the company reduced their salaries by 20 percent. Everything is getting more expensive like Petrol which increased 300 percent so it is not possible that the company not increase the salaries annually.

New HR Policies proposal

The HR policies should reflect the vision of the company, so the different departments and administration levels should be linked together and the HR policies should be apart from the general policies

Employees benefits and responsibilities

- Health care: the company will provide health care insurance for the employees who want to have health insurance, the company already has an agreement with Insurance providers but the company will cover 75 percent only of the premium.
- Social Security: according to the labor law all employees in the private sector need to have Insurance to guarantee their rights by the government in the future.
- Working days to be reduced to 5 days only, it used to be 6 working days which is not giving enough time the employees to rest or spend some time with their families and friends and there will be one-hour lunch rest from 12 pm to 1 pm and the working hours from 8 am to 5 pm.

- Annual leave: after working many months in a row the employees will have the right to take a vacation

For 21 days every year, he can take it separately or continuously and the vacation will be paid.

- Absence: Absence includes all types of absence (hourly absence, full day absence, whole week ...etc.)

The Procedures for taking a vacation

- The employees should submit a written request on the official form of leave request at least one day before the vacation, except in emergency cases.

- In case of emergence, the employees have the right to leave the company but he needs to clarify the reasons orally to his direct boss.

- If the employee gets sick at the office he can apply for sick leave the same day but if he was at home and couldn't go to the office, he can ask one of his colleagues to submit the leave form instate of him.

Resignation: All employees have the right to quit their jobs but those who want to resign, have to follow the procedure and submit a written request to the HR department at least 10 days before their leave to give enough time to the Company to find someone else for the position and he has to hand in his responsibilities to the new member.

How to improve employee retention

Despite it being difficult to guarantee that the employee will stay in the same company for many years, high work turnover costs the company a lot of time and money to find someone new for the position and give the necessary training.

The employee who stayed in the same company knows the environment very well and knows all details about his job and history.

For companies to avoid wasting time and money as a result of high turnover, they first need to understand the factors that help improve employee retention.

1- Providing a suitable work environment

Companies that want to reduce job turnover need to provide a work environment that people want to be a part of. Companies that succeed in retaining employees offer their employees other benefits beyond salaries.

These advantages include providing opportunities for training, education, and continuous guidance, and building a culture of respect, tolerance, and equality. Such matters show employees how much the company appreciates them.

2- communication

Employees need reliable ways to express their views and opinions freely, without fear of being marginalized or ignored, so it is imperative that companies rethink their ways of communicating with their employees, whether that is through meetings or any other means.

3-Flexibility

Employees who will return to regular work from offices again after the Corona pandemic, expect companies to provide them with some of the flexibility imposed by the pandemic, such as the ability to work remotely several days a week.

Flexibility has become an essential part of the benefits employees want to get from work, so companies that will show some flexibility in working schedules and conditions will see a decline in turnover.

- **more effective customer service practices;**

1- Predicting customer needs and requirements

You need to adopt strategies and techniques that help understand your customers' needs and wants and identify the problems they face. If you really want to be distinguished, you must provide products and services that suit the needs and requirements of customers, and you must also deal with the challenges facing your customers by providing the best services and finding innovative solutions to all problems. In fact, you should make a list of all the questions that may come to the customer's mind so that you can answer them effectively.

2. Treat them honestly

Employees must deal with their customers honestly and sincerely, as these qualities play an important role in gaining customer satisfaction and loyalty in the long run. They must also ensure that they provide excellent service continuously and commit to performing their duties towards customers to the fullest, while providing innovative solutions to all problems that the customer may face. Lack of credibility negatively affects the employee himself, the company and its reputation.

3. Listen to their feedback

Listening to customer feedback is the best way to gain their long-term loyalty and trust. Where the employee must listen carefully to the customers' feedback and seek to implement them in practice. The distinguished employee is the one who puts himself in the place of the customer and understands his different opinions and points of view. The Bayt.com “Employment Practices in the Middle East and North Africa” survey indicated that 28.8% of employers in the region search for 'passion, drive and ambition' as the most important factors when making hiring decisions.

4. Make sure to keep in touch

Bad communication may be the main reason that leads customers to search for other companies that show more interest in their customers and meet their needs more effectively. Therefore, you should make sure to set up a special customer service department that aims to serve them in a fast and efficient manner. Recruit people with good communication skills, and provide them with training courses on how to provide excellent customer service

6. Make sure you keep the promises you make

Neglecting to implement the promises you made is one of the most dangerous behaviors that must be avoided, due to its negative impact on your relationship with your customers. If you are not able to solve the customer's problem within a short period, be honest with him and tell him about it, and explain to him the nature of the problem and the actual time you need to solve it. And be sure to communicate with him constantly to keep him informed of the progress of the process.

- **the use of technology to improve interoffice communication;**

A wide range of IT products and systems are now available to the office. This is a set of electronic typewriters and word processors for electronic messaging systems. Terms such as paperless office and office of the future are now widely used.

Despite the publicity, there is still a great deal of misunderstanding about the nature of office automation technology; 71% of companies in a recent survey indicated that they had not received clear and accurate information about products and systems.

It is important to realize that office automation technology is not fundamentally new. Like all other branches of information technology, office automation technology is a product of the convergence of computing, communications, and microelectronics. Office automation emerged through a process of evolution rather than a technological breakthrough.

As in many other areas, there is a risk of "technological push" in the application of office automation equipment; Technology is sometimes used simply because it is there. So why is it the introduction of IT into the office that many see as so important? There are two possible answers: first, the continuing need to reduce costs, and second, the growing importance of information.

Companies generally have a consistent demand for cost reduction, particularly personnel costs. Many managers therefore hope that office automation in the 1980s will have a similar impact on staffing levels and costs as when data processing was introduced in the 1960s and early 1970s. It is of course difficult to predict the effects of introducing office automation.

Information is becoming more and more important in the economy. It is estimated that more than half of the workforce in Western countries is engaged in the production, processing and distribution of information.

Many companies and organizations suffer from a number of problems caused by "information overload". These problems can vary from slow delivery of information and difficulties in obtaining information, to difficulties involved in some individuals with too much information. So many managers hope that the application of IT in the office will solve these problems.

Obviously, office automation technology will be very useful, if used correctly, in solving a wide range of information handling problems. But it should also be recognized that the current generation of office automation technology does not solve problems with the quality or selection

of information. It is likely that future generations of equipment, particularly "expert systems", will have a much greater impact on working methods in offices than current systems can ever achieve.

Effects of the introduction of information technology in the office?

1. More efficient and effective use of management time;
2. more efficient use of secretarial staff time;
3. increased access to information by management;
4. faster transmission of information;
5. More efficient storage and retrieval of information

*** Create/revise employee performance appraisals.**

Performance appraisal is the international evaluation of an employee's job performance as it is measured by competency expectations set by the company.

Performance evaluation often includes both the core competencies required by the company as well as those specific to the employee's job.

The one who evaluates performance is often the supervisor or manager, who provides the employee with constructive and actionable feedback and instructions based on the evaluation, which in turn provides the employee with the necessary guidance to improve and develop his job.

Performance appraisal and review is also an opportunity for the company to learn about the achievements of its employees and their future potential.

What is the purpose of job performance evaluation?

The purpose of performance appraisal is twofold, it helps the company to determine the value and productivity that employees contribute, and it also helps employees improve their jobs and develop their own skills, and in some detail we can say the following

Importance of performance appraisal for the company:

Employee evaluations can make a difference to a company's performance and productivity. They provide insight into how employees contribute and engage and enable the company to:

1- Determine where management can improve working conditions in order to increase productivity and work quality.

Addressing behavioral problems before they affect productivity in general.

3- Encouraging employees to contribute more by identifying their talents and skills

4- Supporting employees in developing their job skills

5- Improving the strategic decision-making process in situations that require layoffs, succession planning (job replacement) or filling open positions internally

The importance of employee performance appraisal:

Performance appraisals aim to provide a positive result for employees, and insights gained from employee performance appraisal and discussion can help:

1- Monitoring, following up and recognizing the achievements and contributions made by the employee.

2- Learn about the available promotion or reward opportunities.

3- Identify and support the need for additional training or education for further career development.

4- Identify specific areas in which skills can be improved.

5- Motivate the employee and help him feel involved and invest in career development.

6- Discussing the employee's long-term goals.

Performance Appraisal Steps:

1. The performance appraisal process is usually organized and managed by human resources, which in turn helps managers and supervisors to conduct individual assessments within their departments.

2. Develop a method for evaluation
- 3 Formulate the required competencies and job expectations for each employee. Ba. Conduct individual evaluations on employee performance
5. Schedule a one-on-one interview between the manager and the employee to discuss the review
6. Discussing future goals between the employee and the manager
7. Archive a signed copy of the performance review
8. Evaluation information is used by human resources for appropriate organizational purposes, such as reporting or Promotions, rewards, or succession planning.

*** Job listing for the following titles or roles:**

1- Secretary

2- Marketer

3- Operation manager

- 1- **Secretary:** Each of us has his own way of working, there are those who prefer to do routine office work, which is administrative tasks. There are those who love freedom and movement and work in a job that requires fieldwork abroad. Back to office lovers, every office, small or large, needs someone to manage it and organize its administrative and office matters. Therefore, it is difficult to see a company without a secretary. Let's find out about this job today!

The secretary is defined as the person who provides all means of assistance and support to all departments of the company and in particular to the two departments; Administrative and executive. This is in addition to taking over the tasks of organizing and coordinating administrative work.

Secretary duties and responsibilities

- Organizing the dates of meetings and official visits
- Organize files, documents, and records
- Receive phone calls and emails

- Welcoming the guests
- Preparing meeting and conference rooms
- Attending meetings and preparing reports summarizing the results of the course and decisions of the meeting
- Preparing and modifying documents and documents
- Look at letters and documents before sending them
- Make travel reservations
- Preparing travel expense reports and invoices
- Ensure the correct implementation of administrative decisions
- Printing written texts after editing them
- Creating file systems, whether manual or computer
- Reducing the burden on managers
- Arranging and preparing managers' agendas
- Writing management reports periodically
- Organization of work and work policies within the company or office
- Scheduling interviews
- Typing and writing reports
- Communicate with different departments of the company

The expected salary is 20 dollars per hour, 5 days per week

The contract period is 1 year with the ability to be extended

Required certificate:

Bachelor's degree in a business major, which includes:

Master of Business Administration - MBA

Business Administration

Human Resources Management

Management Information Systems - Management Information System

E-Business and Commerce

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Experience:

It is often not necessary for a secretary or secretary to have many years of experience to be able to get on the job and enter the job market, but more importantly to master the job and office skills to a good standard.

2- **Marketer** : A marketer is a person who creates an atmosphere of sale or chain involvement between a consumer and a company's product or service.

By participating in the chain, I mean all those activities such as attracting customers towards the company's product by advertising and promoting and maintaining sufficient supply of goods in stock to deal with the demand.

We need a Marketer that specializes in managing the various social accounts of the company, ensuring continuous updates, and implementing marketing strategies to gain more followers.

Initial Skills for a Marketer:

- 1- curiosity
- 2- Selling ability
- 3- Analytical skills
- 4- Strong communication skills

Marketer duties:

- 1- Social Media Manager
- 2- Search engine optimization specialist
- 3- Digital Brand Manager
- 4- Paid Media Specialist
- 5- Content Marketing Specialist

Salary: The Salary will be 30 dollars per hour and a good percentage of sales revenue as per the agreement

3- Operation Manager

You will be responsible for communicating to make decisions related to operational activities, setting strategic objectives, planning and controlling the day-to-day business management to ensure smooth and unhindered operation as well as supervising employees from different departments and providing feedback and suggestions that help development.

Operations Manager Job Duties:

- Communicate to make decisions related to operational activities and to define strategic objectives.
- Planning and monitoring the workflow on a daily basis to ensure the work is easy and without obstacles.
- Supervising employees from various departments and providing constructive feedback
- Regularly evaluate the efficiency of work procedures in accordance with organizational goals and make suggestions for improvements.
- Managing procurement processes and coordinating resource and resource allocation.
- Oversee and organize customer support operations to enhance customer satisfaction.
- Review financial information and adjust operating budgets to enhance profitability.
- Reviewing, formulating, improving and implementing policies.
- Managing relationships and agreements with external partners.
- Evaluate overall performance by collecting, analyzing and interpreting data and metrics.
- Ensuring that the institution applies the applicable laws, legislation and regulations.

Skills needed for the position of Operations Manager:

- The ability to organize tasks and lead the work team in a distinctive way.
- Able to deal with different personalities.
- Knowledge of industry legal rules and guidelines.
- Handling diverse business principles such as supply chain, finance, customer service, etc.
- Ability to work with data analysis and performance metrics.
- Proficiency in the use of Microsoft Office programs.
- Ability to work with ERP software.

- Knowledge of dealing with CRM software.

Job Requirements for the Operations Manager position:

- Bachelor's degree in Business Administration or related field
- Previous experience as an Operations Manager.

Salary will be between 40 to 50 dollars per hour.

A health, safety and wellbeing guide for the company:

There is a correct saying that prevention is better than treatment, and prevention protects you from risks, which may lead to serious dangers to you, and at times may lead to death, and therefore the type of risks must be determined in the workplace, on which the protective equipment to be used is determined, and all This falls under the rules and requirements of occupational safety and health that are concerned with preserving human safety and health, by providing safe work environments free from the causes of accidents, injuries or occupational diseases, protecting people from the risk of injury and preserving property from the risk of damage and loss.

Health and Safety Instructions:

- *Provide safety devices and education to the employees
- * Conducting tests periodically by specialized technicians.
- * When a fire breaks out, fireproof partitions must be made that do not contain any windows, and this is to prevent the fire from spreading to other places.
- * Ensure the safety of all devices and machines in the factory, and make periodic inspections on them and maintain them immediately.
- * There must be adequate lighting for work.
- * Maintain storage and safety rules to preserve products.
- * Follow the instructions of the institution in which he works.
- * Be careful when carrying out assigned tasks.

* When any danger occurs, the employer must be informed immediately until the problem is eliminated.

- Ensure that all materials and protective equipment are kept in good condition like fire extinguishers expiration date.
- Develop and implement a health and safety program and policy.
- Submit health and safety reports to the joint health and safety committee or health representative and safety.

The wellbeing guide for the company:

It is the duty of employers to provide their workers with the support and care necessary for their physical and mental health. Despite this, many organizations still lack a strategy dedicated to well-being. A well-being strategy can help employees feel valued and supported at work. It can also improve employee engagement and motivate company-wide teams to reach their goals.

- 1- Good praise for the efforts of the Employees.
- 2- Strengthen affiliation: building a sense of belonging for employees will make them feel that they are more than just regular paid employees
- 3- Motivating employees through specialized programming, especially for future work periods, so that employees do not feel bored with the same routine for several years
- 4- Improving the relationship between different levels of management, so the employees feel comfortable in the work environment
- 5- The employee needs more than a good salary, they need paid vacations, incentives, and an annual salary increase to counter the rise in prices and inflation.

Conclusion:

The work environment is a very sensitive place and is affected by all the variables in the surrounding environment, which will undoubtedly affect the performance of the employees, and the most thing that can harm the company from the inside is the employees themselves.

Therefore, the company must be conscious and the human resource department must be professional and have the professional experience and knowledge required such as social intelligence and be close to employees to solve problems and not allow external or internal factors to affect the future of the company and the rate of work turnover in it

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